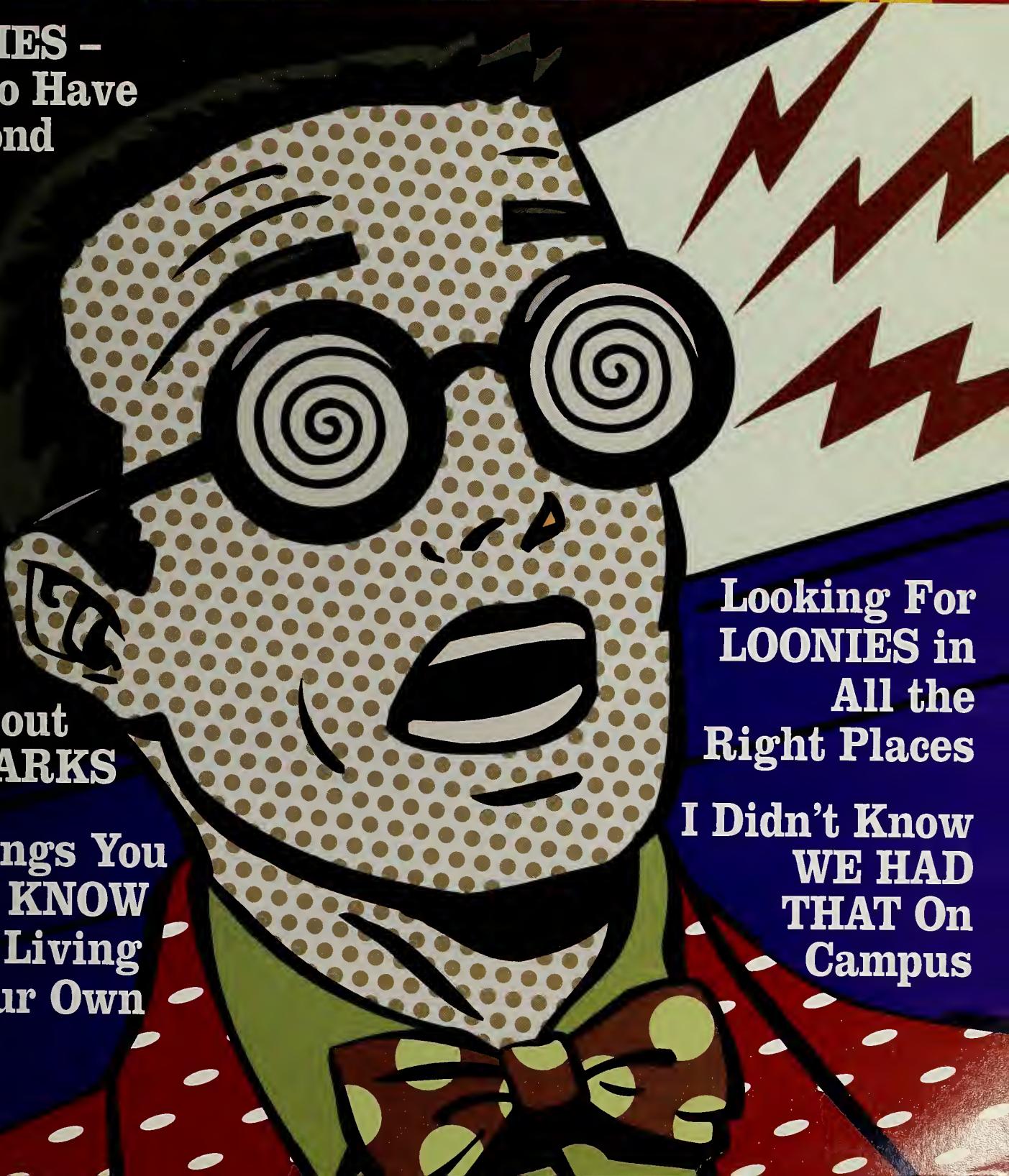


Carleton SURVIVAL

PARTIES -
How to Have
a Second
One

t's
All About
the MARKS

51 Things You
MUST KNOW
about Living
On Your Own



Looking For
LOONIES in
All the
Right Places

I Didn't Know
WE HAD
THAT On
Campus



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Carleton Survival

Welcome to Carleton University!

Survival is published by Ombuds Services, Carleton University, Ottawa, Canada.

Jim Kennelly, Editor
Janice Lynes, Associate
The Editor extends his appreciation to the many contributors for their co-operation and expertise. Special thanks to CUSA and Carleton University for funding *Survival*, and to our advertisers – without you *Survival* would cease to survive.

Survival is a handy guide to Carleton designed for quick reference. Our goal is to bring together, in one publication, all the updated basic information about services available to assist you during your studies. I can almost guarantee that at some time during the year you'll put this book to use – when you need information about regulations that affect you, services that can help you, or a situation that might arise in your life at Carleton that you couldn't foresee. Hang on to this copy of *Survival* – you'll be glad you did.

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Please bear in mind, however, that *Survival* is not the definitive word on Carleton University policy or the implications of the law. Please seek expert advice whenever you are faced with a difficult choice or an important decision. This book will help guide you to those experts.

As Ombudsperson, it is my job to act as an independent and neutral third party available to students when a problem might arise in dealing with the University or off-campus organizations. Don't hesitate to contact the Ombuds Services office – 511 Unicentre – if you are not sure who to ask for help. Our staff will be able to assist you, or direct you to someone who can be of assistance.

Jim Kennelly

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Campus Phone Directory

IMPORTANT PHONE NUMBERS

Emergencies

On Campus (Carleton phones)	4444
City Wide	9-1-1

Assistance

University Safety	520-3612
City Police	230-6211
Foot Patrol campus escort	520-4066
University Health Services	520-6674
Poison Information	737-1100
Dental Emergency Clinic	523-4185
Distress Centre of Ottawa & Region	238-3311
Ottawa Rape Crisis Line	562-2333
Sexual Assault Support Centre Crisis Line	234-2266
Student Legal Aid (U of O)	562-5600

Information

Information Carleton	520-7400
Residence Service Desk	520-5609
U of O Info Campus	562-5700

Services

Athletics Tuck Shop/Bookings	520-5655
Computer Systems Modem	520-1000
Edunet Help Desk	688-5656
Student Life Services	520-6600
CUSA	520-6688
Graduate Students' Association	520-6616
Library Reference Desk	520-2735
Ombuds Services	520-6617
OC Transpo Information	741-4390
Carleton departure times routes 4, 7 & 117	560-1000 ext. 5813
Rideau River Residence Association	520-5641
Touchtone	520-7800
Help line	520-3666
Standard Time	745-1576
TicketMaster	755-1111
Weather Report	998-3439

UNIVERSITY ADMINISTRATION PHONE NUMBERS

Executive

President, Richard Van Loon	520-3801
V-P (Academic and Provost), G. Stuart Adam	520-3806
V-P (Finance/Administration), Duncan Watt	520-3804
V-P (Research), Feridun Hamdullahpur	520-3570
V-P (Advancement), Cindy Boucher	520-2874
Dean of Students, Leonard Librande	520-2874

Faculty of Arts & Social Sciences (FASS)

Dean, Aviva Freedman	520-2355
Associate Dean, Fred Goodwin	520-2354
Registrar, Bernadette Landry	520-7460
Academic Advisors	520-7462
Canadian Studies	520-2366
Centre for Initiatives in Education	520-6624
English	520-2310
Environmental Studies/Geography	520-2561
Film Studies	520-3993
French	520-2168
History	520-2828
Humanities	520-2809
Interdisciplinary Studies/Child Studies/Cognitive Science	520-2368
Linguistics & Applied Language Studies/ESL	520-6613
Mathematics/Computer Mathematics/ Operations Research/Statistics	520-2155
Philosophy	520-2110
Psychology	520-2644
Religion	520-2100
Russian	520-6646
School for Linguistics and Applied Language Studies	520-6612
School for Study of Arts and Culture	520-3993
Spanish	520-2109
Sociology/Anthropology	520-2582
Women's Studies	520-6645

Faculty of Public Affairs & Management (PAM)

Dean, Allan Maslove	520-3741
---------------------------	----------

Associate Dean, Jon Pammett	520-3741
Registrar, Doug Saveland	520-3902
Academic Advisors	520-3904
Business/Commerce/International Business	520-2388
Criminology/Law Enforcement Studies	520-2588
Economics	520-3744
European & Russian Studies	520-2888
International Affairs	520-6655
Journalism	520-7404
Law	520-3690
Mass Communications	520-7408
Political Economy	520-7414
Political Science	520-2777
Public Administration/Public Service Studies	520-2547
Social Work	520-5601

Faculty of Graduate Studies and Research

Dean, Roger Blockley	520-2518
Associate Dean, Ghani Razaqpur	520-2600 ext 8083
Assistant Dean/Registrar, Carol Corkran	520-2525

Faculty of Science

Dean, Peter Watson	520-4388
Associate Dean, Brian Mortimer	520-4388
Acting Assistant Dean/Registrar, Lisa Ralph	520-4440
Biochemistry	520-3885
Biology	520-3890
Chemistry	520-3605
Computer Science	520-4331
Environmental Science	520-4483
Earth Sciences	520-8983
Integrated Science Studies	520-3890
Mathematics & Statistics	520-2150
Natural Sciences	520-2755
Physics	520-4317
Technology, Society & Environment	520-4483

Faculty of Engineering

Dean, Samy Mahmoud	520-5743
Associate Dean/Registrar, Donald Russell	520-5658
Assistant Registrar, Pegge Clarke	520-5668
Architecture	520-2855
Civil & Environmental	520-5784
Electronics	520-5754
Industrial Design	520-5672
Mechanical and Aerospace	520-5684
Systems and Computer	520-5740

Library

University Librarian, Martin Foss	520-2725
Circulation	520-2734

Other offices

Admissions	520-3663
Athletics	520-4480
Awards	520-3600
Board of Governors	520-3811
Buildings and Grounds	520-3668
Business Office	520-3626
Centre for Aboriginal Education, Research and Culture	520-4500
Computing Services	520-3700
Continuing Education	520-3500
Co-Op Office	520-4331
Development/Alumni Services	520-3636
Health and Counselling Services	520-6674
Housing	520-5612
Instructional Television	520-4055
Tapes to You	520-4042
Media Technology Distribution	520-3815
Parking and Lockers	520-3623
Paul Menton Centre	520-6608
Personnel	520-3634
Senate	520-4478
Sports Medicine	520-3510
Sports Therapy	520-3511
Student Life Services	520-6600
Teaching/Learning Centre	520-4433
University Communication	520-3660
University Safety	520-3612
University Services	520-2363



It's All About the MARKS

Touchtone
520-7800
24/7
Helpline
M-F: 8:30 am to 4:30 pm
520-3666

Before other people start nagging you about your marks and how to keep on top of your academic situation, let's start this section off by telling you how our technology makes your journey through the university system a piece of cake. At Carleton, you can let your fingers do the walking. Our **TOUCHTONE** system lets you access a wide range of services simply and easily.

Touchtone lets you find out about the status of an application for admission; access final grades as soon as they become available; check mid-term test results for some courses (particularly *ITV*); inquire about the Ontario Student Assistance Program (OSAP); and report lost or stolen ID cards. Touchtone is available 24/7 and must be used to verify course registrations, to search for space in courses and to drop and add courses. Make sure you listen carefully to all instructions and if you drop or add courses always list your courses before hanging up to make sure the changes were recorded.

You must have a secure **PERSONAL ACCESS CODE** (PAC) before you can use the Touchtone system. Treat your PAC as you would your bank PIN – it's that important! Your student number and PAC are a unique combination of numbers that identify you to the student record system. Don't give these numbers to anyone else.

Now we're ready to get into what you need to know during your academic career at Carleton. We can't provide you with all the specifics in just one book, but we've put together a pretty good overview.

Probably your best starting point for just about any of your academic needs is **REGISTRARIAL SERVICES**. They're a key link between students and the University. These offices maintain your academic records, administer numerous regulations, handle the paperwork for changing majors and filing a new address.

DID YOU KNOW? About Your Campus Card...

If your Campus Card becomes unusable, damaged in any way, or lost, you are responsible for the cost of replacing it – \$18. If you lose it, call Touchtone right away (520-7800, service code 9) to deactivate your card and protect your money. By using the card you agree to the published terms and conditions governing its use – see the User's Guide booklet you receive with the card. Replacement cards are purchased in 102 Robertson, 520-3547.

Each Registrarial Services office has two primary functions:

- Each office maintains and processes the following **STUDENT RECORDS**: declaration of major or change of major; transfer of credits for courses taken at other universities; explanation of academic audits; application for review of grade; final grade reports; changes of grades; graduation and academic standing decisions.

- **ACADEMIC ADVISORS** are available in each office to help you solve a variety of problems related to academic requirements, policies and regulations. The service is confidential and it's there for you!

Each Registrarial Services office also accepts petitions for special consideration. If you find yourself at odds with University or faculty regulations due to unusual or extenuating circumstances, it could be that you are eligible for special consideration. If you have any questions related to the above topics, feel free to drop by your Registrarial Services office to obtain relevant literature or to speak with an Academic Advisor.

When you make a major decision, especially if it's an unusual one, get permission in writing. It's up to you to go out and get information yourself. Ask Registrarial Services for up-to-date audits. Depending on demand and the time of year, Registrarial Services should be able to print out an audit. Don't be shy – ask to have the audit explained if you're not sure about a requirement. If you have an unusual problem or if you need to appeal a University decision, contact Ombuds Services in addition to getting advice from an Advisor at Registrarial Services. If you are a **Special Student**, your Registrar is the School of Continuing Education.

By the time you read *Survival*, you should have received the information you need to help you with **COURSE SELECTION** and registration. If not, get in touch with Registrarial Services (or Admission Services if you're a new student).

Your choice of courses in some schools or departments will be limited. Check very carefully in the *Calendar* for rules governing course selection, prerequisites and other restrictions. If you register in the wrong course by mistake, you may find that the credit will not be applied towards your degree. The *Registration Instructions & Class Schedule* book will be helpful with course restrictions.

For example, the course of studies in first year Engineering is highly structured. Individual timetables are prepared for each student and mailed by mid-July.

New students in the faculties of Arts & Social Sciences, Public Affairs & Management and Science/Computer Science should consult their *Handbook for New Students* available from their Registrarial Services. Graduate students should consult their department.

Academic Advisors:
Continuing Education
302 Robertson
520-3500
Karen Spencer
Arts & Social Sciences
318 Paterson
520-7460
Sheila McCallum &
Ikuko Webster
Public Affairs & Management
D382 Loeb
520-3902
Joy Clarke &
Brenda Pledge
Science
2201 Herzberg
520-4440
Lisa Ralph
Engineering & Design
2090 Minto
520-5668
Pegge Clarke
Graduate Studies
1516 Dunton
520-2525
Carol Corkran

Continuing Education for Special Students
302 Robertson
520-3500
Bernadette Landry &
Karen Spencer
M-F: 8:30 am to 4:30 pm
plus
M-Th: 5:30 pm to 7:30 pm

You may not always get the course of your choice the first time you use the Touchtone system. Keep trying; someone may withdraw and open a place.

Academic Advisors:

Continuing Education
302 Robertson
S20-3500

Karen Spencer

Arts & Social Sciences
318 Paterson
S20-7460

Sheila McCallum &
Ikuko Webster

Public Affairs &
Management
D382 Loeb
S20-3902

Joy Clarke &

Brenda Pledge

Science
2201 Herzberg
S20-4440

Lisa Ralph

Engineering & Design
2090 Minto
S20-5668

Pegge Clarke

Graduate Studies
1516 Dunton

S20-2525

Carol Corkran

Study Skills Program:

Student Life Services
S01 Unicentre
S20-6600

includes Active Reading,
Essay Writing,
Oral Presentations,
Thesis Writing

Success Factor Seminars

Individual Assistance:

Study skills videotapes

from

Instructional Media
Services
S20-3812

Mathematics Tutorial
Centre
4385 Herzberg
S20-2155

Speed-Reading Course

CUSA
401 Unicentre
S20-6688

Writing Tutorial Service

215 Paterson

S20-6632

www.carleton.ca/wts

English as a Second

Language 215 Paterson

S20-6613

If you don't like a course you are in you can **CHANGE COURSES**, but you have to do it before the deadline of September 21 for full courses and first-term half courses; January 18 for second-term half courses. After these dates, you may still drop courses, but you won't be able to register in an alternate course until the next term unless you can show that "exceptional circumstances" are involved.

If you're considering switching courses, make an appointment to see the appropriate advisor in your department, school or institute. S/he should be able to tell you if the course is acceptable for your degree program. If you're doing something unusual (perhaps taking a course from a very different faculty or one which may overlap with another course you have already taken), clear it with Registrarial Services and consider getting the permission in writing.

Remember too that changing the number of credits you take during each term may mean a change in fees. If you're thinking about dropping a course, make your informed decision as quickly as possible. Each week you stay in the course will result in a smaller refund of fees (if any at all).

This university thing may not always be easy. It can take some adjustment, particularly in your first year. If you start feeling overwhelmed, keep your chin up. There are a number of services on campus to help you. It's a good idea to check these out early in the term before you run into trouble with mid-term exams and final assignments. If you're having difficulty with course content, meet with your instructor after class or during scheduled office hours. **All instructors have a few hours a week available to see students individually.** We've listed the many services available to help you. (There may be a minimal charge for some services; others are free. In all cases, the personnel are experienced to help in specific study skills areas.)

If you have trouble with a course once you're enrolled, talk to the instructor or teaching assistant first. If s/he can't help, approach the department chairperson. An academic advisor in Registrarial Services would also be a good person to consult.

Sometimes study groups can help you with your course load – get together with other students in the course to share notes, discuss essays and assignments or work together. Just make sure your prof is in favour of people working together. S/he may allow you to debate with each other but profs still expect you to go away and write your own assignment.

And if you feel there is no other recourse for you, you can WITHDRAW FROM COURSES. But it has to be done according to very strict rules and regulations. And it has to be done before certain dates if you wish to do so without academic penalty. Don't just stop going to classes or tell your instructor you're withdrawing.

For undergraduates and Special Students, the deadline for withdrawing from first-term half courses is November 2; for full courses and for second-term half courses, March 8. If you're considering the option of withdrawing from some or all of your courses, you must process your own withdrawal by calling Touchtone. Withdrawals will be effective from the date of your call. Be sure to know the deadline dates for withdrawals.

Beyond these deadlines you may not withdraw and you will fail the course. This will not be erased from your record and further problems could arise in registering at Carleton or seeking admission elsewhere.

DID YOU KNOW? About Pets On Campus...



With the exception of animals trained to assist persons with disabilities, pets are not allowed in buildings. Exceptions for a given building may be granted at the discretion of the Dean/Director responsible for that building. Pets are not permitted to run loose on University grounds. In particular, dogs brought on campus must be leashed and under the control of their owners at all times.

Withdrawning is a big deal. So don't do it hastily. Take the time to find out if this will have any impact on your academic progress (at Registrarial Services), your student loan and/or grant or scholarship (at the Awards Office) and your eligibility to live in Residence (at the Housing Office) – any of these decisions could affect your full-time status. Some faculties have regulations which limit the number of repeat courses, replaced courses and failed courses an undergraduate student may take. Be sure to check with Registrarial Services advisors to confirm that you won't exceed the discredits/attempts limits.

**Now here's one thing we can't stress enough:
Academic honesty is paramount. PLAGIARISM IS UNACCEPTABLE. Period.**

You're not the only person who knows how to retrieve information on the Internet. Your classmates do. Your professors do. You will get caught. And the rules are clear. If you have intentionally plagiarized, the penalties are serious and could range from a failure in the course to suspension from the University.

Some faculties consider it dishonest to submit the same essay in two different courses. Know the rules. Never submit an assignment in your name that is essentially a copy of something you've worked on with a classmate – even when the instructor allows group work. Write the assignment using your own words. Don't lend your work to anyone – it's not worth the risk to either of you.

When writing an essay, follow the essay writing guidelines that are available at the Bookstore or in your department. Use footnotes carefully. Use quotation marks or your own words instead of a rough paraphrase. Come up with your own ideas. Your department should have directions or outlines to follow. If anyone suggests your work is not your own, contact Ombuds Services for information on the process followed by the University. Allegations of plagiarism and penalties can only be dealt with by the Dean/Associate Dean of a Faculty. Don't let anyone else penalize you for supposed plagiarism. An interview is arranged for the student, usually at the Dean's office. Then, based on the interview, the Dean assesses if the allegations are true and decides on the appropriate penalty if warranted.

In short, **avoid plagiarism. Do your own work** – it's the only way you can be sure you are protecting the credibility of your degree.

Ombuds Service
S11 Unicentre
S20-6617
Jim Kennelly,
Ombudsperson

attend. Also make sure your local and home addresses are correct.

Records & Registration
Services
405 Roberton
520-3607

If you need to confirm to external agencies or groups that you are indeed a university student, you can get a **CERTIFICATION OF ENROLMENT**. Normal processing time is 48 hours.

Of course we have **DEADLINES!** And lots of 'em! The most comprehensive lists of academic and administrative deadlines set by the University can be found in the *Undergraduate Calendar*, pp. 12-13; *Graduate Calendar*, pp. 11-12.

Within these formal guidelines, each instructor will establish his/her schedule for tests, submission of assignments and completion of other course work. This should be clearly spelled out early in the term in the course outline given to you in class.

Extensions may be available in really serious "special circumstances". It's possible that individual instructors will take into account special extenuating circumstances and be willing to permit informal extensions for assignments. It usually helps if you have been a reasonably good student and have attended classes. Deferring a scheduled final exam or arranging to hand in an assignment beyond December 3 (for first-term half courses) or April 11 (for full courses and second-term half courses) is technically impossible unless the appropriate Registrarial Services' office and/or appeals committee approves. You must apply for a deferred exam within 5 days of the exam.

One other reminder – don't make travel plans before you see the Christmas or final exam schedule. Professors and Registrarial Services do not normally reschedule exams.

Some professors, not without good reason, are adamant about deadlines and insist on academic penalties if you miss them. Usually they will make this clear (in writing) at the beginning of the year. If they haven't, find out how they feel about the matter. Remember – it never hurts to ask.

EXAMS ARE GRADED FROM A+ to F and each grade has a corresponding numerical value to a maximum of 12 grade points; standard percentage equivalents are specified in the *Undergrad Calendar*, p. 47; and in the *Graduate Calendar*, p. 61. The mark



DID YOU KNOW? about Fees Outstanding...

The University is not an ogre. If you owe money which you cannot pay immediately, visit the Business Office. See if something can be worked out. Also consult the Awards Office to find about possible financial aid.

ABS (Absent) is assigned if you fail to write the final exam even when the course work has been completed. Essentially an ABS is considered a failure.

Remember that exams missed because you misread the timetable (or wrote down the wrong date or time) may not be rescheduled. See your Registrar if this happens.

- **DEFERRED EXAMS** – If you find yourself in traction the day before your final exam or if serious illness, death in the family, or something major is affecting you, it is possible to apply formally for a deferred exam or a deferred final assignment. Contact Registrarial Services within 5 days of the exam. There are strict deadlines – check the *Calendar*. This is a big deal, so proof or documentation will be required (e.g., a letter from your doctor).

- **EXAM RULES** – If you find yourself panicking before you get to an exam, talk to your instructor or a counsellor. It may help. When you get to an exam, don't sit with friends or talk to friends. Talking with anyone except the exam proctors is forbidden. That's how strict it is. And don't carry notes, books or papers to your seat.

Details are spelled out on the back of your official exam booklet – but make a point of reading the complete rules on conduct (*Undergrad Calendar*, pp. 47-49) before exams.

If anyone ever accuses you of **CHEATING**, see the Ombudsman for assistance.

If you're suspected of cheating or breaking exam rules, you will be asked to attend an interview with the Dean of your faculty. A guilty verdict can result in failure and even suspension. Ombuds Services can provide you with all the details regarding these instructional offences.

Ombuds Service
511 Unioncentre
520-6617
Jim Kennelly,
Ombudsman

DID YOU KNOW? About Co-Op Programs...

Want a chance to work and learn at the same time? Co-Op Education is a 3-way relationship between employers, students and the University. Co-Op students alternate periods of paid work experience with their academic studies, to learn about career options and develop contacts. Co-Op normally adds one year onto a 4 year degree program. Students graduate after 5 years having obtained 12-20 months of work experience. The deadline for May 2002 placement is November 1, 2001. For info, see the Co-Op Room, 1400 Technology & Training Centre, 520-4331, co-op office@carleton.ca.

Carleton offers undergraduate Co-Op options in: Architectural Studies, Commerce, Computer Science, Engineering, Industrial Design, Public Affairs and Policy Management, Mathematics & Statistics, and Science.

The big question at the end of each term or session is "How did I do"? **FINAL GRADES** are made available to students as soon as humanly possible. You can find out about your grades by calling Touchtone and entering the service code "4" for grades, your student number and personal access code. Also, *ITV* and some mid-term grades are available by calling Touchtone and requesting service code "8".

The University does not mail out individual statements of marks. Returning undergraduate students will receive a degree audit, which summarizes courses completed to date, in their registration package for the next session. Each graduating student will receive a complete official transcript at the time of graduation along with their diploma. If you require official transcripts for external purposes, direct your request to Records and Registration Services. Final grades, including official transcripts, are not released by the University to students with outstanding accounts.

Some departments post grades by student number before they are processed to the student record system. The earlier you get a look at the list, the earlier you can begin considering whether or not you want a review of your grade.

Touchtone
520-7800
Helpline
M-F: 8:30 am to 4:30 pm
520-3666
Transcript Line
520-3606

And yes, mistakes sometimes happen. Arithmetical or clerical errors are not infrequent; even substantive errors of judgment can happen. If you feel a **REVIEW OF GRADE** is warranted, start by speaking informally with your instructor as soon as you can after the grades are posted. Some departments insist on formal review of grades, others do not. Some ensure that one or two instructors review your work. Since there are over 40 schools and departments, the practice varies.

If you're not satisfied with your instructor's response, you may take your request to the chairperson of the department/director of the school concerned. If you're still dissatisfied, call Ombuds Services.

The formal procedure for a review of grade should ensure that your request is not overlooked. (However, we would still advise speaking to your instructor as well, if you can.) To begin, fill out a formal request for review at Registrarial Services (deadlines are involved). If you are out of town, write to them. You will be informed of the result by letter. The \$50 fee you pay for a review is refundable only if your grade is raised. Keep in mind too that your grade could even be lowered upon review. Discuss this with a member of the Registrarial Services staff of your faculty at the outset of your request for a review.

Study Skills
Student Life Services
501 Unicentre
520-6600

Academic Advisors:

Continuing Education

302 Robertson

520-3500

Karen Spencer

Arts & Social Sciences

318 Paterson

520-7460

Sheila McCallum &

Ikuko Webster

Public Affairs &

Management

D382 Loeb

520-3902

Joy Clarke &

Brenda Pledge

Science

2201 Herzberg

520-4440

Lisa Ralph

Engineering & Design

2090 Minto

520-5668

Pegge Clarke

Graduate Studies

1516 Dunton

520-2525

Carol Corkran

Academic success depends on a lot – how ready you are for university, your ability to adjust to the rigours of university life and your commitment to hard work. Poor study habits can lead to sliding marks and even to eventual **ACADEMIC PROBATION OR DEBARMENT**.

If you are debarred, you're gone for at least a year. Students in Arts & Social Sciences and Public Affairs & Management who are debarred may petition the Joint Committee on Admissions and Studies for readmission after a one-year absence from post-secondary studies. However, readmission is not guaranteed.

In all faculties, if you find yourself on probation, it means you've been given a second chance. But the terms and conditions of your probationary year will be applied very strictly. And if you can't meet them, you will be debarred. It may be that another university or community college will accept you but, then again, perhaps not without a waiting period. If you feel that you have some special (and resolvable) reasons for having failed to pass your probationary year, you can petition the decision to the Joint Committee on Admissions and Studies. The first thing to do is to discuss your petition at length with the advisor in Registrarial Services.

The University has its share of rules and regulations, but we also have an **APPEAL SYSTEM**. If you feel an academic or administrative injustice has been done or the facts overlooked, you may have your case heard. Frivolous appeals are discouraged, but the system is there for you when you really need it. A petition is distinct from an appeal. A petition seeks relief from a published regulation. An appeal alleges misrepresentation or an injustice on the part of the University.

A common sort of **PETITION** would fall under the jurisdiction of the appeals committee in your faculty (Continuing Education for special students or the executive committee of Graduate Studies for graduate students). The committees are empowered to interpret academic rules, to allow an exception to a rule and to review the administrative application of a regulation. Included are the rules governing standing, probation, graduation, withdrawing and permission to continue registration.

The committees almost always meet "in camera". This means your petition will be in written format. As

such, it would be wise to go over what information should be included in your letter of petition with the relevant advisor in your faculty. If the issues are reasonably complex, you may also wish to consult Ombuds Services.

If your petition is not allowed, there may be further avenues of appeal. Check with the Ombuds Services about the relevant procedures.

Once the University has approved a course description and added it to the *Calendar*, the instructor has fairly wide freedom to teach as, and what, s/he pleases. For this reason, but also because an informal approach is usually the best way to start, talk directly with your instructor about **COURSE WORK OR INSTRUCTION COMPLAINTS**. If it's a concern you share with other students, discuss it and try to work out a solution as a group. If the issue remains unresolved, meet with the chairperson or director of the department or school concerned. S/he can mediate in the dispute.

All courses will have written course outlines detailing content, distribution of marks, deadlines, etc. This should be available to you at the beginning of the course. Read it carefully. While the exercise of independent academic judgment is an important right of any instructor, there are some limitations set by departmental, faculty or Senate (university-wide) rules.

For example, there is a deadline (the last date for course changes in a given term) by which time instructors must have informed students, in writing, how the marking scheme operates. Letter grades assigned by your professor must conform to Carleton's standardized percentage equivalents (see *Undergrad Calendar*, p. 47); ask if a 'bell curve' is ever used.

Similarly, there are rules which govern how late in an academic year exams and assignments may be scheduled. For qualifying- and first-year courses, final and mid-year exams must be held during the official examination period. In these courses – and also in second- and third-year courses – no tests or exams may be held in the last 2 weeks of classes in the first or second terms of the fall/winter session. (For more exam rules, see *Undergrad Calendar*, pp. 47-48.)

If you feel you need an impartial opinion and perhaps representation or advice, contact Ombuds Services. Registrarial Services can also help fill you in on faculty and university-wide rules.

Richard Van Loon
President
601 Robertson
520-3801
presidents_office@carleton.ca
Leonard Librande
Dean of Students
505 Robertson
520-2874
leonard_librande@carleton.ca

Remember, as well, that the University President, Richard Van Loon, Vice-President Academic (G. Stuart Adam), Administrative Vice-President (Duncan Watt), Dean of Students (Leonard Librande) or any one of the Deans may be willing to help you. As executive officers of the University, they may be able to simplify the problems you face.



DID YOU KNOW? About the Campus Card...

It's the one card you can't do without at Carleton. The Campus Card has your photo, your 6-digit Carleton ID number and a Campus Card code. It's also your library card and you use it for the Athletics facilities and various debit accounts that can be activated for your convenience. These include pre-paid meal plans and all purchases on vending machines. This year you will need the Campus Card to purchase photocopying. The Campus Cash Plan can be purchased at Information Carleton, Res Commons Service Desk and Chartwells.

When dealing with a complaint, grievance or appeal, University employees or faculty members are not "the enemy". They can help – treat them respectfully.

If you're thinking about a change in university scenery, remember this: Universities like the idea that they're giving you a whole degree, not just adding their name to an assortment of courses from other universities. So in order to get credit for courses you want to take at **OTHER UNIVERSITIES** (or a French course on a Summer Bursary Program), you must ask Registrarial Services for a "Letter of Permission" well in advance of registering for the course. An application processing fee of \$25 applies for each course, regardless of credit value, to a maximum of \$100 per academic session (see *Undergrad Calendar*, p. 46). Apply formally, with a calendar description of the course you want to take, at Registrarial Services before you register. Application deadlines in Arts & Social Sciences and Public Affairs & Management are: November 15 for January registration; March 30 for summer registration; July 31 for September registration. If you are in another faculty, see your Registrarial Services for deadlines. For calendars from other universities, see Career Services.

In certain cases, Carleton students can register at University of Ottawa without paying extra fees. Registration forms and information on the exchange agreement are available at your Registrarial Services. Check with University of Ottawa for registration and course-change deadlines. Remember, this is not a method for registering in a course for which you would not have been eligible to register at Carleton. Make sure that the course you pick is acceptable. Certain conditions apply – see your Registrar.

And if the whole idea of getting yourself out of bed and into the lecture hall is too hard to fathom, consider CARLETON'S ITV. We come to you in your own home – on TV. A variety of courses are offered through this flexible, efficient means to provide you with access to courses which may not otherwise be available to you. You may find yourself in a television section of a course because the most-suitable on-campus section is filled, because of personal or academic timetable constraints which make it more convenient, or you may have chosen to take courses in your home location distant from campus via the Tapes-to-You service.

All *ITV* courses have the same requirements and expectations as on-campus courses. Each *ITV* course has a voice-mail service through which you can leave questions or express concerns. You can leave messages for your professor or teaching assistant 24/7 using a number of options. Many *ITV* course instructors use the campus CHAT email and newsgroup systems to enhance discussion and communication or post course

DID YOU KNOW? About the Transcript Line...

Need the line on your marks? The Transcript Line (520-3606) provides detailed information on ordering transcripts by mail or fax. If you owe past fees or fines, transcripts will not be issued. Processing normally requires 48 hours, but allow two weeks at the end of academic sessions (January, May, August). It is your responsibility to submit requests well in advance of any deadlines you hope to meet. There is no fee for Carleton transcripts.

materials to a website. After the first 3 weeks of classes you're invited to attend the on-campus lectures of your course (if space is available) to ask questions and meet with your instructors and classmates. Some courses include weekly groups or labs. This gives you the opportunity to meet your *ITV* classmates. *ITV* students are invited to join on-campus students to participate in the end-of-term evaluation process.

You will be provided with course materials and graded assignments and exams. Assignment, test and final exam marks are available to you through the Touchtone system.

Taking a course through *ITV* can lead you to delay viewing lecture tapes until just before exam time. Beware! Video cramming doesn't work! You could also miss important deadlines and announcements. *ITV* learning is great – but it really helps if you're a motivated and organized independent learner. One other note on the academic front: **It doesn't just happen. YOU ACTUALLY HAVE TO APPLY TO GRADUATE** – it's not an automatic consequence of finishing your final course. It's up to you to notify Registrarial Services of your intention to graduate.

The deadlines for 2001-2002 are: December 1 – for winter graduation in February; February 1 – for spring graduation in June; August 31 – for fall graduation in November. If this is your final year, get an audit from your Registrar in September to ensure you are meeting the graduation requirements.

And finally, everything you've just read will probably be irrelevant if you haven't made the MACODRUM LIBRARY an integral part of your Carleton career. It's an incredible resource centre. Use it well.

The undergraduate loan period is two weeks. Fourth-year honours students, graduate students and staff are entitled to four-week loans, subject to recall for another patron after two weeks.

Your Campus Card is also your library card. If your card is lost or stolen, report it at 520-7800, code "9" immediately. You are responsible for all books taken out on your card.

Overdue fines and sanctions are substantial. If you have three or more books overdue, your borrowing privileges will be suspended until all are returned. A \$3 billing charge is added for fines not paid when the books are returned. Once a bill is issued it must be paid to the Business Office (by telebanking or mailing a cheque), not at the Circulation Desk. Charges for lost books are high (\$75 minimum). It's a good practice to regularly check your patron record which lists all the books currently signed out to you. Any discrepancies should be reported to the Circulation Desk as soon as possible.

Disputes or enquiries over regulations should first be referred to the Patron Enquiry Assistant at the Circulation Desk. Unresolved disputes can be appealed

MacOdrum Library
520-5621
Circulation desk
520-2734
www.library.carleton.ca

DID YOU KNOW? About Your Rights As a Tenant...

Landlords can only increase your rent once a year. The allowable rent increase for 2001 is 2.9%. Anything above that, the landlord must apply to the Ontario Rental Tribunal for permission. If you pay first and last month's rent in advance, the landlord must pay you 6% interest on the last month's rent. The province has a helpful information line at 1-888-332-3234.

in progressive levels to the Head of Access Services, University Librarian or then in writing to the Senate Library Committee. Exam grades and transcripts will be withheld from students who have unpaid fines recorded in their account.

Circulation and reserves information is displayed on CUBE (soon to be renamed Carleton University Library Catalogue). Reserve material may be borrowed mainly for use in the library, although some items are available for overnight use or for a few days.

The Library's general service areas (information desks, checkout, book return and interlibrary loans) are located on the main floor. CUBE terminals are found on each floor and a large-print terminal for visually-impaired patrons has been installed near the Joy MacLaren Adaptive Technology Centre. Two terminals for consulting ORBIS, the University of Ottawa online catalogue, are also located on the main floor.

It is expected that a new integrated library system will be introduced in January 2002. Watch for announcements at the Library.

Information leaflets on how to use the Library, regulations and subject bibliographies are available near the main Information Desk. Orientation tours and workshops are offered in September and October to acquaint you with the building, the collections and CUBE usage. Special subject seminars are offered by prior arrangement (520-2600 ext. 2017).

Study space is distributed throughout the building at tables and carrels in open areas and rooms. Temperatures can vary drastically from floor to floor – if you find it too warm or cold in one area, try another. Don't leave your personal possessions, valuables or books charged out on your library card unattended; thieves are at work in the library, as elsewhere.

The Self-Check machine available near the exit allows you to check out books yourself. The exit is monitored by an electronic detection gate.



DID YOU KNOW? About the Grad Emergency Fund...

Graduate Studies operates a special emergency bursary fund (Graduate Awards Office, 520-2600 ext. 8349; contact Diane Berezowski). The fund is extremely limited, but if you are badly strapped financially they may be able to help. Also, a small loan fund is run by the Graduate Students' Association (600 Unicentre, 520-6616).

For all your printing needs

Design

- Posters
- Brochures
- Booklets
- Flyers

Full Service Printing

- Black & white, 2-colour, 4-colour, binding
- Brochures
- Posters
- Business cards
- Booklets

Graphic CARLETON UNIVERSITY SERVICES

Photocopying

(Legal, letter, tabloid)

- Unicentre 520-3703
- Library Room 150 520-6679
- Loeb Bld Room A205 520-7484
- 102 Robertson Hall

Come see us!

*Are you a graduate student preparing to have your thesis copied?
We will make sure it's printed on the proper paper.*



51 Things You MUST KNOW About Living On Your Own

Housing & Food Services
Stormont-Dundas
520-5612
(fax) 520-3952
www.carleton.ca/housing

Off-Campus Housing
Stormont-Dundas
520-5614
www.carleton.ca/housing/resources.htm

You're moving in to RESIDENCE. You're out on your own, and part of a community of over 2,000 students spread over 9 buildings on the north side of the campus. It's like a small town. It's all administered by Housing and Food Services. Residence accommodation can be available both for the academic and summer terms.

Even if you decide to LIVE OFF CAMPUS, the first place to go is Housing and Food Services. They maintain a free service where area residents are encouraged to list available rooms, apartments, shared accommodations and houses. The postings, along with a map showing the most common neighbourhoods for students, are found outside the Housing Office and are accessible 24/7. They're also on the web. (Remember, the university doesn't inspect these accommodations prior to listing. It's your responsibility to view the premises and make appropriate arrangements with the landlord.)

The GLBT Centre provides a bulletin board listing for gay, lesbian and bisexual-positive housing offered and wanted.

If you want to check out Carleton during the "off" season, SUMMER HOUSING may be available in Residence at reasonable rates. The best time to stay is between July 1 and August 15; reservations are strongly recommended. For reservations call the Residence Reception Desk.

And yes, there are lots of other ways to FIND A PLACE TO LIVE. Try soliciting advice from friends and check out ads in *The Sun* and *The Citizen*. Walk or cycle through the neighbourhood of your choice and you may stumble upon a "for rent" sign. Some students may try using a rental agency but make sure you know exactly what services you'll be getting for the money you pay.

However you find your place, **IT'S CRUCIAL TO INSPECT THE PREMISES** carefully before you make a decision. Here's a really important list of some things to watch out for when making up your mind.

- **Find out who pays for utilities**, such as water, electricity, gas, oil and cable. If you will be paying for utilities (especially in a large house you plan to share with other students), get an estimate of costs. Don't simply take the landlord's word for this; if they don't pay, they might not know or care about the cost. Check with the previous tenants, if possible, or with the service companies. Remember that prices vary depending on the time of year. Obviously it costs less to heat your place in July than in January.
- If you pay for heating, storm windows make a significant difference. Look for actual windows; don't just take someone's word for it.

- Look for a control to adjust the temperature. If it's not within your unit or if it's locked, you could find the Ottawa winter a little colder than you're used to, even with the minimum temperatures the landlords must maintain in the winter.

- **Is parking included in the rent?** If not, find out how much it costs, where it is, if guests can park overnight and who is responsible for snow removal. Don't forget to calculate the cost of a monthly bus pass, if needed, into your expenses.

- Check the water pressure – mornings can be tough enough without dealing with showers with no water pressure or no hot water.

- **Inspect the fridge and stove.** Be sure the freezer does freeze and all the stove burners and oven operate. Find out if the landlord is renting an "equipped unit" or if these are just abandoned relics of past tenants. If the landlord accepts responsibility for the appliances, get it in writing.

- Find out if there is enough **storage space** – computer boxes don't crush down very well. If you own any large, cumbersome objects, measure the doors to see if, for example, your queen size box spring will fit through.

- Check for cockroaches, mice and other vermin, as well as for noise.

- **Ask other tenants**, if possible, about the landlord's willingness to make repairs. A good landlord is a real plus.

If your landlord agrees to make repairs, provide parking, pay for utilities, help you to paint the place or whatever, get it in writing on the lease. Don't accept a vague promise. Don't assume s/he will do what you want unasked. Write it down and have both parties sign. This can take the form of a lease, an "addendum" to the lease, or a separate agreement. If your landlord resists written agreements, take along an acquaintance and make sure s/he heard what you heard. Most problems with verbal assurances lie in misunderstandings and in one's inability to prove what was said.

One brochure to read before apartment hunting is the OPIRG Landlord and Tenant Guide. It's available at OPIRG in the Unicentre.

If you have a specific LANDLORD/TENANT PROBLEM, the Ontario Rental Housing Tribunal can help, or you can call or visit Ombuds Services. Although the staff aren't lawyers, their experience will help.

The following applies whether or not you have a lease – although if you're not renting a self-enclosed unit with private bathroom and kitchen, you may not be covered by the protective legislation. Anyway, here are the rules.

OPIRG
326 Unicentre
520-2757

Ontario Rental
Housing Tribunal
1-888-332-3234

Ombuds Services
520-6617
Jim Kennelly,
Ombudsperson

THE LANDLORD MUST:

- provide premises in a good state of repair, meeting municipal safety standards and health regulations;
- provide a heating system which maintains room temperatures at 20 degrees C during the day and 17 degrees C at night;
- repair ordinary "wear and tear" breakdowns;
- give 60-days notice to terminate a tenancy prior to the end of a lease and even if you do not have a lease (if s/he has reason);
- give 90-days written notice to raise rents (and rents may rise only once a year) – and accept a decision from the Ministry if the amount of the increase is in dispute. If you've lived in the unit since June 17, 1998 the guideline for maximum increase in 2001 has been set at 2.9%.
- supply vital services (heat, water, electricity) even if you are facing eviction;
- permit political party workers or candidates access to tenants.

THE LANDLORD CAN'T:

- enter your apartment without giving 24-hours notice – except for emergencies or, after Notice of Termination is given, to show the apartment to prospective new tenants;
- lock you out of your unit;
- seize any of your belongings (for example, to cover back rent);
- collect a security deposit to be held against possible damage (a deposit of the last month's rent is acceptable but the landlord must pay you 6% interest on the deposit);
- unreasonably refuse you the right to sublet;
- deny accommodation on the basis of race, creed, sexual orientation, colour, religion or other grounds under the Human Rights Code (but your being a student is not covered);
- attempt to evict you when you seek to enforce your rights under the Tenant Protection Act.

Ontario Rental
Housing Tribunal
1-888-332-3234

It's an Ottawa reality – OTTAWA'S RENTAL HOUSING MARKET IS EXTREMELY TIGHT AND RENTS ARE HIGH. While landlords are permitted to set a new market value rent rate each time a new tenant occupies a unit, the rent may subsequently only be increased once a year within guidelines until that tenant leaves.

OTHER STUFF TO KEEP IN MIND:

- living in a house occupied by the owner or owner's spouse, children or parents – and sharing a kitchen or bathroom facilities with these people – is not covered by the Act. Students who rent an entire house with other students (or share a unit together) are covered by the Act. University residences are not covered by the Act.
- **Shared accommodation can create some problems** – if there is no lease, it may not be clear who the "tenants" are. On the other hand, any special agreement you make with the lease-signer(s) or tenant(s) is probably binding. For example, you can agree to give each other 60-days notice of departure instead of the 30 days applicable to a roomer who pays by the month. You could also agree that no one can leave for 8 months or a year without finding a suitable replacement. Of course, one problem with such a verbal agreement might be proving it was ever made.
- **You need to know that agreements to lease are binding contracts.** Some landlords (especially realty companies) have forms which bind the tenant but not the landlord. Make sure you know what you're signing. Once you've signed a lease, you've signed a contract – make sure you understand your obligations.

Leases, like other contracts, are never all-or-nothing propositions. Read your lease carefully. Treat objectionable items as negotiable. Any special arrangements (like repairs to be done, parking arrangements) should be put in writing and signed along with the lease. There is no single "standard" lease in Ontario. If you wonder about the fairness of yours, have someone with legal training look at the lease before you sign (perhaps U of O Student Legal Aid). It may be useful to keep (and have the landlord sign) a list describing the condition of the unit and appliances.

- **Leaving is harder than you thought.** Termination of a lease – which is a legal contract for a specified period – is not as simple as you might expect. You cannot just give 60-days written notice and leave unless you're renting on a month-to-month basis (without a lease). If so, count the 60 days from the day rent is due. If not, and you need to leave before your lease ends, you may assign or sublet your unit with your landlord's advance consent. If the landlord refuses to consent to an assignment "in principle," you may leave with 30-days written notice. If the landlord consents to the assignment, or if you are going to sublet your unit, the landlord cannot "unreasonably refuse" a prospective tenant. The landlord is permitted to charge you for reasonable out-of-pocket expenses incurred in giving consent.

If you have a lease which you do not want to renew, 60-days notice is still required before the lease ends.

- When it comes to eviction, the period of notice required if the landlord wants you to leave varies – but if you are unwilling to depart, you don't have to. The landlord must then apply for a hearing after sending you an official termination notice. There is a finite list of reasons the tribunal will accept, including undue damage (by you or your friends), non-payment of rent, consistently late payments, disturbance of other tenants, overcrowding, carrying on an illegal business, or the wish of the landlord (or immediate family) to reside in the unit. Of course, you have the right to attempt to disprove the landlord's claim.
- You have the right to respond, to "counterclaim," to attend and be represented. Despite rumours to the contrary, a landlord may ask for an eviction order even in the dead of winter. However, his/her reasons must be acceptable. If you have a lease, the reasons may include breaking one of its terms, but the decision is up to the tribunal. Usually, a fairly major breach of the agreement must be involved.



DID YOU KNOW? About Finding a Hospital in Ottawa...

- Ottawa Hospital
Riverside Campus – the Urgent Care Centre
1967 Riverside Drive, 738-8200
- Civic Campus, 1053 Carling Avenue, 761-4000
- General Campus, 501 Smyth Road, 737-7777
- Queensway-Carleton Hospital
3045 Baseline Road, 721-2000
- Montfort Hospital, 713 Montreal Road, 746-4621
- Children's Hospital of Eastern Ontario (CHEO)
401 Smyth Road, 737-7600
- Royal Ottawa Hospital
1145 Carling Avenue, 722-6521 (Psychiatric)
505 Smyth Road, 737-7350 (Rehabilitation)

In the case of renovations or demolition, your landlord must offer 120-days notice (about 4 months). You, in turn, can terminate before the time is up by giving only 10-days notice to the landlord. (You should do so in writing and pay your rent up to that date.) You can hold out for a court hearing where the landlord must prove that s/he actually plans major renovations, conversion, etc. Tenants can also reserve the right to move back into the units once renovations are complete, although the price can change.

- **Subletting** should not be confused with termination of a lease. Rather, the term applies when you arrange for someone else to occupy your unit for a period of time – and you remain responsible for every obligation under the original lease and the Tenant Protection Act. While you need your landlord's consent to sublet your unit, consent cannot be withheld "arbitrarily or unreasonably."

- If you find yourself with sub-tenants, make sure to get a written agreement from them. Check their references thoroughly and, if possible, get their first and last months' rent on deposit. You can choose to sublet for a given period (if you want to return to the unit in September) or to "assign" the lease until its termination. Change the hydro, phone and other bills so that they won't be in your name while you are away, so you won't be responsible for the charges.

ENFORCING YOUR RIGHTS AS A TENANT CAN BE DIFFICULT.

If you have a specific problem, discuss it with an expert. If you suspect you are headed for court, visit U of O Student Legal Aid. The law students can represent all low-income people (most students qualify) in court over a landlord/tenant dispute.

Legal action is, of course, a last step even with free representation. First check out all the facts, then talk it over with your landlord. Tactful persuasion is always the best way to reach an agreement. (If it succeeds, it is fast, free and least unpleasant.) If the dispute persists, put your claim in writing and send the letter by registered mail. Give your landlord a set period (about 2 weeks) to respond.

If repairs are a problem, call Ottawa City Hall Property Standards Branch, the Health Inspector and/or the Fire Prevention Bureau. They will certainly inspect the premises. They may be slow to act unless the problem is very severe, such as no water supply or no heat in January, but eventually the landlord will be forced to comply if repairs fall under their jurisdiction.

While legal action may be a last step, don't avoid it, particularly where the remedy you seek is, for example, termination of a lease or an injunction against the landlord for major repairs. It can often be quick and efficient. Do get advice and representation however, especially since it is available free of charge for most students.

Do not hesitate to exercise your rights as a tenant. Seek advice first and check with the Ontario Rental Housing Tribunal or Ombuds Services.

It's a given: YOU'RE GOING TO HAVE A PARTY – MAKE SURE YOU CAN HAVE A SECOND ONE.

Use your head if you're planning a house party and think about your neighbours:

A City of Ottawa by-law prohibits **EXCESSIVE NOISE**, in summary: radios, stereos and amplifiers that disturb the "peace and comfort" of any neighbour in his residence at night; radios, stereos and amplifiers where sound can be measured at 45 decibels – about normal conversation levels – inside a neighbour's residence or at 55 decibels outside a neighbour's residence during the day; noisy construction and car repairs weekdays before 7:00 am and after 11:00 pm, Saturdays before 9:00 am and after 8:00 pm, Sundays and statutory holidays before noon and after 8:00 pm.



DID YOU KNOW? About Ensuring We Can Find You...

It's not that we're nosy. But we do need to know where you live. The University maintains a record of two addresses for every student. Your local address, which is collected during registration and throughout the academic session, is used for all mailings during the session. Your home address is collected at admission or registration and is used to mail registration instructions for the next session or any other correspondence issued after an academic session ends.

It's your responsibility to provide an up-to-date address by completing a change of address form. Forms are available in the back of the *Registration Instructions & Class Schedule* book, at Registrarial Services and at Information Carleton.

Anyone hosting a party should, as a courtesy to neighbours: ensure no laws are broken (Liquor Licence Act, Noise By-law, Property Standards By-law, etc.); notify your neighbours a few days before – they will appreciate knowing; do not let the size of the group get out-of-hand – as a host you are responsible for your guests' conduct; keep doors and windows closed to reduce the noise; keep guests from wandering through your neighbour's property; prevent intoxicated guests from leaving the party unattended – you have a legal responsibility for their well-being. Enjoy yourselves, but remember, consideration of others and their property will always be appreciated. And don't forget to clean up any party remnants from the night before. Beer bottles in the yard or garbage cans left out for the week will not make you popular.

GETTIN' AROUND YOUR NEW TOWN. Ottawa's Bus Transit system is known as OC Transpo. When you board a bus you must pay the exact \$2.25 cash fare, deposit 2 tickets (85 cents each) or show a pass (full-time students: \$48.75 monthly for unlimited rides on regular routes; \$57.75 to include access to express runs; or you can buy an annual pass). If you pay cash upon boarding, always take a transfer receipt to show OC Transpo inspectors that you've paid.

If you'd pay to ride more than 31 times per month, get a bus pass – it will save you money. First, you'll need an OC Transpo photo ID card (\$4) – available on campus in early September – in Baker Lounge 4th level Unicentre – or at OC Transpo offices downtown and at Lincoln Fields, or the St. Laurent and Place d'Orléans transitway stations. Bring your Carleton ID card and tuition receipt and another photo ID to be eligible to use the lower-rate passes available to full-time students.

Monthly passes and tickets can be purchased at many corner stores – on campus at the Bookstore, Unicentre Store (1st level) and Residence Desk (2nd level Res Commons).

Buses enter campus on routes 4, 7 and 117 weekdays; routes 4 and 7 provide reduced service over the weekend.

And this is a big year for OC Transpo and Carleton. The new commuter "O Train" is scheduled to run north/south through Carleton starting soon. It's going to be free for the first couple of months!

OC Transpo
Information Line
741-4390

University of Ottawa
Legal Aid Clinic
562-5600

Ottawa Property
Standards Branch
580-2400
Health Inspector
722-2200
Fire Prevention Bureau
798-8825

City of Ottawa
Noise Complaints
580-2400

All you **CYCLING ENTHUSIASTS** have come to the right place (at least for 7 months of the year). With its hundreds of kilometres of bike trails and quick access to Gatineau Park, Ottawa is a biking mecca. Carleton wants bikes parked in the stands provided. You can't lock bicycles to walkways, sign posts, parking meters, wheelchair ramps, doorways, fire hydrants, inside offices, classrooms or anywhere else except a bicycle parking rack.

Bicycles aren't permitted inside campus buildings, except in the appropriate storage areas in Residence. Any bicycle that is not properly parked can be removed without notice.

The University isn't responsible for loss or damage to bicycles or locks, but you should report losses or damage to University Safety/Police & Security Division.

If it's a motorized vehicle that gets you around, you'll need a **CARLETON PARKING PASS**. They're available online. Information can be found in the *Registration Instructions & Class Schedule* book. The rates (subject to GST and PST) are \$256 to \$373 per year for full-time students; \$155 to \$210 for evening permits; \$60 to \$77 for motorcycles.

Avoid parking illegally. The University Safety patrol is particularly efficient at issuing either City of Ottawa tickets or University tickets (for vehicles with a valid permit). Your car may also be towed away at your expense.

Recourse is available if you feel a ticket has been wrongly issued. To appeal a Carleton ticket, forms are available at Parking Services and must be submitted within 10 days. If you're not satisfied with the decision there is further recourse to an appeal committee. For a City of Ottawa ticket, you may appeal at Parking Services.

Outstanding University traffic fines are applied to your account. Release of final grades is conditional on payment.

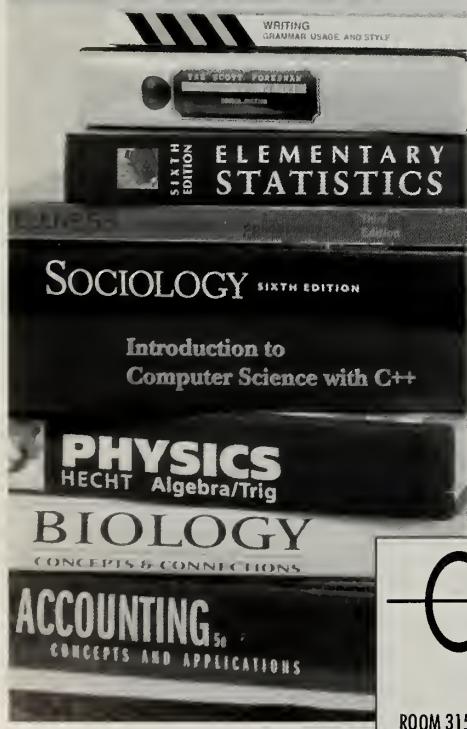
A pamphlet outlining Carleton's traffic regulations is issued with parking permits or can be picked up at Parking Services. If you plan to park on campus, read the pamphlet – it could save you money.



DID YOU KNOW? About Special Library Privileges...

Graduate students (and those in fourth-year honours) are entitled to a 4-week loan period from the Library. To avoid fines later, bring your registration contract to the Library when you get your borrower label and specify that you want the extra borrowing weeks. Graduate students may also ask for a special card at the Circulation Desk which gives borrowing privileges at the University of Ottawa as well as other Ontario universities.

We've Got It All!



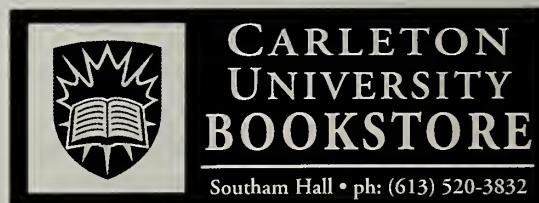
- Check out the largest selection of used textbooks that always **saves you 25%** off of the new book cost.
- Order your books online at **efollett.com**, the largest inventory of new and used textbooks and much more!
- We also feature a great selection of **Carleton University** clothing and gifts.
- Check out our Computer Store, conveniently located in the bookstore! We have all of your software, hardware and peripheral needs at academically discounted prices!

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Looking for LOONIES in All the Right Places

Education isn't cheap and you're going to need to BUDGET FOR THE YEAR. It's a good idea to ensure you have the funds you need before you enrol. Here's a breakdown of estimated costs that may give you an idea of how much "study money" you'll need.

- **Tuition** and miscellaneous fees range from \$4,516 to over \$10,800, depending on your program and status.
- **Books and equipment** will cost a minimum of \$800, depending on your program. Engineering students should budget \$1,060; Architecture students at least \$2,000.
- **Rent and board**, if you live off campus for 8 months, may cost \$7,500. A private apartment would cost more; shared accommodation and careful food shopping may set you back less.
- **Local transportation** costs will depend on the distance you travel to Carleton each day. A basic bus pass costs about \$48 per month – \$384 over the school year.
- **Recreation and entertainment** costs depend entirely on the individual; budget at least \$1,700.
- **Laundry and clothing** should cost at least \$200.
- **Return trips home** vary depending on where home is and how often you visit.
- **Miscellaneous expenditures**, such as stamps, stationery, toiletries, medical supplies and bought lunches will total at least \$1,000.

This is going to add up to \$12,500 or more for the school year (if you live on your own).

In addition to careful budgeting, savings from summer and part-time jobs and help from your parents or spouse, you can apply for **Student Aid through the AWARDS OFFICE**.

It's the best place to go for information on the Ontario Student Assistance Program, Canada Student Loans, emergency loans, bursaries, scholarships and student financial aid in general.

The Awards Office also offers **budget counselling** in the fall. These sessions can be especially useful if this is your first foray into the world on your own and they can help you learn how to stave off the "empty pocket" syndrome next March.

As we said, **TUITION FEES** will vary by faculty and number of courses in which you are enrolled. Read the *Registration Instructions & Class Schedule* book very carefully. You'll find that policies and procedures regarding fees may become important if you change status (full-time/part-time) or program, if you do 2 credits or more per term, if you withdraw totally or if you have trouble meeting the final payment dates.

You should be aware of the tuition implications of any change you make on Touchtone. For example, "full-fee assessment" refers to 2.0 credits in a term.

If you want to withdraw from your University program, you may be eligible for a refund. Carleton

uses a weekly percentage lost system. **Withdrawing at Christmas does not mean you get half your fees refunded.** To avoid unpleasant surprises, read the *Registration Instructions & Class Schedule* book pages 21-23. If you are planning to withdraw don't delay. Every week costs you money.

The Business Office is the only reliable source for information about the refund system and about fees in general.

The University awards **SCHOLARSHIPS** to entrance and in-course full- and part-time undergraduate students who have demonstrated a high potential for university studies. The intention of the scholarship policy is to recognize, attract and provide incentives for excellence. The total value of the scholarship or scholarships awarded is determined by the student's most recent academic standing.

- **Entrance Scholarships** – All entrance scholarships were awarded by June 30 to students who met the academic requirements.
- **In-course Scholarships** – Consult the *Undergraduate Calendar* (p. 441) for details of conditions for award of these scholarships.

The University provides some bursary funds for students who need FINANCIAL ASSISTANCE. If you fall in this category, contact the Awards Office. But be prepared to present a budget estimating your expenses and sources of funds including savings, family support and government loans or grants.

- **Bursaries** ranging from \$500 to \$2,500 are available for students in good academic standing who, after applying for government grants and loans, still require financial assistance. These bursaries are awarded after registration and do not have to be paid back.
- **Interest-free loans** are offered to first-year and returning students, payable the summer following the academic year in which the funds are borrowed.
- **Emergency loans** may be available after registration – if you run into unexpected expenses or if your student loan is delayed – to be paid back when your other funds arrive.
- Funded by the federal and Ontario governments, the **Ontario Student Assistance Program (OSAP)** is intended to promote equality of opportunity for post-secondary studies through direct financial assistance for educational costs and living expenses. The interest-free loans are intended to supplement your financial resources and those of your family. Note that OSAP expects academic performance for funding renewal.

The amount of assistance you receive depends on your calculated financial need. If you're successful in receiving assistance, your loan can be negotiated at any bank handling student loans. Contact a local branch of your bank and they will tell you how to proceed.

**Business Office
Student Accounts
3rd level Robertson
520-3626**

Allowable educational expenses include such things as tuition fees, books and equipment, personal and living expenses, local transportation and return travel home.

Calculation of expected financial contribution depends on such things as the resources of the student's parents or spouse, summer earnings, earnings during the school year, academic awards, income from government agencies and investment income.

Who should apply to OSAP? If you are an Ontario resident considering post-secondary education at an Ontario university or college, and are taking a 60% course load or greater, you may consider applying to the program. Applications are available from high school guidance offices, the Awards Office and the Ministry of Education and Training, usually by April or May. If you have any questions about your application, please feel free to contact the Awards Office.

- **Residents of Quebec** considering full-time post-secondary education in Ontario may be eligible for loans and bursaries from the Ministry of Education Student Loans and Bursaries Service in Quebec City. The application deadline is June 30, but you should apply early. Forms are available from the Ministry and Carleton's Awards Office. With your application you'll receive a booklet describing the program regulations in detail and how loan and bursary amounts are calculated. If your circumstances change during the academic year, you can appeal your original assessment. For more information, contact the Awards Office.

- **Other Provincial Assistance Programs** – If you don't live in Ontario, you may be eligible for loans and bursaries through your home province or territory. "Home" is usually defined as the province in which your parents currently reside or, if you are an independent applicant, the province in which you have most recently lived and worked for 12 consecutive months (outside of full-time attendance at a post-secondary institution). Applications are available in your home province.

- **International Students** on student visas are not eligible for any government aid. (You must have Permanent Resident status and meet residency requirements.) You must have enough money before being issued the visa in your home country. However, if you run into unexpected expenses at Carleton, you may be eligible for modest amounts of aid from bursary funds. Graduate Studies may be able to help you if you are a graduate student.

Needless to say, extra cash throughout your year wouldn't be a bad idea. Why not consider the possibility of a **PART-TIME JOB** – right here at Carleton.

A university is a big operation – and it requires a lot of people to keep it running. The best job source is the new CarletonTRAK internet job search program which lists all on campus and work-study program postings – visit Career Services for the password. CUSA hires students as pub staff, cashiers, operating personnel and so on. The first issue of *The Charlottan* will list most vacancies.

Various University operations also hire students for part-time work during the school year. In particular, try Information Carleton, Chartwell Foods, Student Liaison, Athletics Centre, Library, Instructional Media Services and your own academic department (just in case there's money around). Check with Carleton's Human Resources Office as well. The Awards Office also administers a work-study Program with eligibility based on need.

Awards Office
202 Robertson
520-3600

Canada Student Loans
www.canlearn.ca

Graduate Studies
1516 Dunton
520-2525

Career Services
508 Unicentre
520-6611

Finally, if you've never had a career-oriented job and you have some spare time, you might try

VOLUNTEER WORK around campus. Check out *The Charlottan* or CKCU 93.1 FM if you're interested in the media or public relations. The **Volunteer Bureau**, now located in Career Services, makes both on- and off-campus referrals. If you're a Psych major with an interest in counselling, for example, you might want to volunteer at one of the many social agencies in the city such as the Children's Aid or the Youth Services Bureau. Working for the Students' Association can also provide useful experience. For off-campus opportunities, call **Volunteer Ottawa**.

Carleton Volunteer
Bureau
4278 Unicentre
520-2600 ext. 1858
cvc@carleton.ca

Volunteer Ottawa
736-5270

Ontario Employment
Standards
228-1299
www.gov.on.ca/lab

Ministry of Labour
228-8050

Workplace Safety &
Insurance Board
237-8840
www.wsib.on.ca

Employment Insurance
992-1300

Income Tax
1-800-959-8281
www.ccrb.gc.ca
Post Office
Unicentre Store
1st level Unicentre
520-6666

EMPLOYMENT INSURANCE – We once knew it as **Unemployment Insurance**. Not only the name has undergone major changes in recent years. Don't hesitate to contact the Employment Insurance office for assistance in understanding how the new legislation may affect your eligibility.

INCOME TAX returns, tables and guides are available at any post office, including the campus outlet. For detailed information, special forms (e.g., T1-M Moving Expenses) and explanatory pamphlets (e.g., Income Tax and the Student), call Canada Customs and Revenue or print them from their website.

It may be to your benefit to file a return even if you have no taxable income, since you may be eligible for Federal and Ontario tax credits – "real money" returned to you, rather than deductions from taxable income.

By the end of February, Carleton will have mailed your tuition and education deduction forms as well as income statements such as T4As (bursaries) and T4s (earnings including assistantships) – this is why you need to keep an up-to-date address with the University. If you don't receive yours in early March, call the Business Office.



Of Course Your VOICE COUNTS - On and Off Campus

You're more than just one of 14,000 students. Working together you can have quite an impact.

CARLETON UNIVERSITY STUDENTS' ASSOCIATION

(CUSA) is your political voice on campus. It's a student-run organization and all undergraduate Carleton students are members. CUSA's Council is made up of 34 people including a President, Finance Commissioner and reps from RRRA, GSA and faculties. Students can run and vote for these positions during the annual elections in February. Everyone is welcome to attend monthly council meetings; times and place are posted outside the CUSA office, on its website and on CUSA bulletin boards around campus.

CUSA has successfully placed student representatives on the University Senate, Board of Governors (BOG) and on University committees dealing with student aid, academic courses and programs, athletic facilities and many other areas of concern. Some parts of the University are constantly in flux so it's crucial for students to express their interests.

CUSA also makes students' voices heard at all levels of government. The Association has been involved in municipal issues such as housing and transportation, while at the provincial and federal levels CUSA works in areas such as accessibility to education and university underfunding, in addition to research and development. They also maintain an ongoing membership with the Canadian Federation of Students (CFS), an association that acts as a powerful lobbying voice for students nationally.

Call or drop by the CUSA offices if you're interested in lending a hand or simply looking around.

CUSA funds, or partially funds, a wide variety of services on campus including: CKCU-FM, Womyn's Centre, Mature and Part-time Students' Centre, International Students' Centre, GLBT Centre, Carleton Volunteer Centre, Carleton Disability Awareness Centre, Foot Patrol, Photo Centre, Ombuds Services,

various publications and an assortment of clubs and societies on campus.

CUSA is responsible for the administration of the CUSA/GSA Drug/Accident and Dental Insurance Plans available to all Undergrad and Grad Students. All full-time students (2 or more credits per term) are automatically covered. Part-time students and those wanting family coverage (including same-sex couples) may opt-in to the plan by paying the premium before October 5 for the fall-winter term or before February 1 for the winter term. Full-time students already covered under a similar policy may opt-out of the plan with refund before October 5 (February 1 for winter term) with proof of similar coverage. Drop by CUSA for info.

Miscellaneous business services are available through the CUSA office including document binding and fax transmission. CUSA also sponsors The Harris Institute of Speed-Reading course. Sessions are offered on a regular basis throughout the year.

CUSA operates the Unicentre Store, Oliver's Pub and Rooster's Coffee House and organizes special events such as Orientation Week in September, Hallowe'en Superpub and Charity Ball in January.

Any students' association is only as effective as its students are active in university life. Get involved with what is happening this year.

An important note: As well as financing half of *Survival*, CUSA also publishes a *Student Handbook* covering social and political interests. Copies can be found at Information Carleton or the Students' Association office.

If you live in residence, you should become familiar with the RESIDENCE ASSOCIATION (RRRA). It's the undergraduate student government for Carleton's residence community – the largest and one of the oldest residence associations in Canada. RRRA serves the specific needs of undergraduate students living on campus and also plays the role of liaison between students and administration.

RRRA independently operates a number of facilities and services for students including: Abstentions convenience store, Procrastinations Arcade, the Music Practice Room and *The Resin* newspaper, among others – providing employment, volunteer experience and entertainment for students living on campus.

Graduate students also have their own representative body. The GRADUATE STUDENTS' ASSOCIATION (GSA) is fully autonomous and represents 2,500 full- and part-time grad students registered at Carleton. The GSA represents grad students' collective interests to the University administration and at the same time helps individual grad students with specific problems as well as representation to such groups as the Canadian Federation of Students. GSA funds research activities

Residence Association
RRRA
209 Res Commons
520-5641
520-3680 (fax)
Kellen Greenberg,
President

DID YOU KNOW? About the Student Newspaper...

The Charlottan student newspaper covers news, sports and entertainment from campus to downtown. The paper comes out every Thursday. It's distributed at various locations across campus.

Volunteers are always welcome to write, edit, take photos, draw graphics or help with production. *The Charlottan's* open staff meetings are held every Thursday at 5:30 pm, 531 Unicentre. There's no better way to learn about journalism than to jump right in.

Graduate Students'
Association
600 Unicentre
520-6616
520-3680 (fax)
www.carleton.ca/gsa
gsa@carleton.ca
Andrea Rounce,
President

through travel grants given to grad students who attend academic conferences; maintains an emergency loan and bursary program; sponsors several social activities during the year; and publishes *Grad Voice*, a monthly newspaper. The GSA Council is made up of a four-member elected Executive and rep from each department or school that offers grad-level programs.

A dental plan is provided jointly with CUSA to all full-time graduate students. The cost of \$137 is included in September tuition. Students with alternate coverage may opt-out of the plan by contacting the GSA before October 5, 2001. Part-time students and families may opt-in to the plan before the same date. The GSA provides a dental grant to students in need.

Join them on the 6th level Unicentre where a coffee lounge provides a nice social forum. A semi-private meeting room is also available for booking free of charge.

And don't forget to drop in on Mike's Place in the Unicentre. The GSA runs this bar for you!

The Carleton University Students' Association proudly carries the illustrious title of "local 1" of the **CANADIAN FEDERATION OF STUDENTS** (CFS). Since its creation in 1981, CFS has grown to represent over 400,000 students across Canada.

The original mandate was and still is to represent and articulate student concerns. CFS is considered to be a formidable force by Canadian governments. CFS uses solid research and nation-wide input on student issues to lobby the federal and provincial governments. Issues addressed by CFS include student aid, underfunding and privatization.

CFS provides services such as the **International Student Identity Card**, discounts for students across Canada, and Travel CUTS, a discount travel agency. CFS also runs the **Student Work Abroad Program**.

allowing students to experience life and work in other parts of the world.

Back at the Carleton ranch, there is a way students can directly influence the quality of education we all receive. It's called **NEW UNIVERSITY GOVERNMENT** (NUG) and its student reps have a direct responsibility to their constituents. These students can be your voice to administration and faculty at Carleton. They provide an accessible channel, so it's advisable to approach them with ideas, suggestions, queries or complaints. In addition to addressing their constituents' concerns directly, student reps are full voting members at department meetings and have a position on faculty boards.

And if you come across issues during your stay at Carleton that are beyond the scope of the university, whether they're local, provincial or federal, your **ELECTED OFFICIALS** are there for you:

- **Federal Members of Parliament:** David Pratt (Nepean, 990-8827); Mauril Bélanger (Vanier, 947-7961); Marlene Catterall (Ottawa West, 990-7720); Mac Harb (Ottawa Centre, 992-7191); John Manley (Ottawa South, 990-8640); Scott Reid (Lanark-Carleton, 947-2277).
- **Provincial Members of Parliament:** Brian Coburn (Carleton East, 834-8679); Norm Sterling (Carleton West, 692-2403); John Baird (Nepean, 828-2020); Garry Guzzo (Ottawa West, 727-2657); Dalton McGuinty (Ottawa South, 736-9573); Claudette Boyer (Ottawa East, 744-4484); Richard Patten (Ottawa Centre, 722-6414).
- **Municipal councillors** – The area that includes the Carleton campus is represented on City of Ottawa Council by Clive Doucet (560-1224).

WE ARE THE STUDENT TRAVEL EXPERTS!

For over 30 years, Travel CUTS has been getting students to school, back home and to the world beyond

- 
- Low-Cost Student Class Airfares™ within Canada & Worldwide.
 - VIA Rail & Greyhound Student Discounts.
 - Worldwide Tours & Independent Travel Options.
 - Package Holidays & Spring Break Getaways.
 - Student Work Abroad Programme (SWAP).
 - Student ID (ISIC) & Hostel Cards Travel Insurance & More!

NO SERVICE FEES!

**1st Level, Unicentre
526-8015**

TRAVEL CUTS
www.travelcuts.com



More than 70 Canadian offices on or near campus, plus over 600 affiliate offices worldwide.



I Didn't Know WE HAD THAT On Campus!

Information Carleton
4th level Unicentre
520-7400
(fax) 520-7455
(tdd) 520-6620
M-F: 8:30 am to 5:00 pm
infocarleton@ccs.carleton.ca

Residence Desk
2nd level Res Commons
24/7
520-5609
Residence Rooms
Main Line
688-2300

University Art Gallery
St Patrick's
Tu-F: 10:00 am to 5:00 pm
5a-5u: noon to 5:00 pm
520-2120
www.carleton.ca/gallery

If you can't find it in this book, and if you have a question – **INFORMATION CARLETON** probably has the answer. They provide general information and referrals for and about the Carleton University community including: the campus **LOST AND FOUND**; Campus Cash Plan service; updated class schedules and exam lists; campus maps, publications, newspapers and forms; OC Transpo information; cultural event pamphlets; the Housing, Rides, Books and "Everything Else" boards; Baker Lounge and Unicentre display area bookings.

The **RESIDENCE DESK** is the place to stop by with your residence needs and questions. They provide assistance on questions about Residence, the Department of Housing and Food Services and its facilities – and it's also a Campus Card Centre.

You can purchase OC Transpo tickets/passes, Campus meal plans and Hello! phone passes between 7:00 am and 9:00 pm. A **DRY CLEANING DEPOT** with twice weekly pick-up/delivery is available. The **RESIDENCE SECURITY** staff can be contacted at the Residence Desk, 5:00 pm to 7:00 am weekdays and 24 hours weekends.

It may not be the Guggenheim, but it's pretty impressive and it's free. Our **UNIVERSITY ART GALLERY** is a state-of-the-art museum facility that houses the University's collection of some 25,000 art works. The Gallery offers an eclectic and exciting range of exhibitions in the visual arts: from historical and contemporary Canadian painting, prints, and photography, to art from around the world.

The 2001/2002 season includes: a critical retrospective of the Canadian historical painter Mary Hiester Reid; images of B.C. treeplanters and clear cuts by Ottawa photographer Lorraine Gilbert; a provocative show by Newfoundland artist Pam Hall called "New Readings in Female Anatomy", and an exhibition of amazing drawings by celebrated Toronto artist John Scott.

DID YOU KNOW? About Ombuds Services...

The Ombudsperson cuts through bureaucratic 'red tape' on your behalf, solving problems you may be facing. Whether it is an academic appeal, graduation dispute or a tenant-type question, Ombuds Services should be able to help you out. The office is funded 50/50 by the University and by CUSA.

Jim Kennelly is the Ombudsperson and Janice Lynes is the Assistant – 511 Unicentre, 520-6617.

Student computer labs are set up all across campus – thanks to **COMPUTING AND COMMUNICATIONS SERVICES**. You can access services such as word processing, spreadsheets and database software; research data available on CD-ROMs; course-related software as well as software on the Sun/Unix system. Carleton Hotline for Administration and Teaching (CHAT) is available to all students, instructors, program advisors and teaching assistants, providing access to email, course newsgroups, the Internet and Unix research and development applications.

Help Desk services include (but are not limited to); the creation of computer accounts, software and hardware troubleshooting, system configuration, software installation, training and consulting support, distribution of site-licensed software, user communications such as newsletters, web pages and user guides, as well as assistance with dial-up access from off campus. The two Help Desks are staffed during regular business hours, evenings and weekends.

Your **BANKING NEEDS** can be met without setting foot off campus. A branch of the Bank of Nova Scotia is located in Paterson Hall. The manager is Jim Marshall. Full-service banking is available, including loans. "CashStop" machines are located in the Unicentre, Residence Commons, the Technology & Training Centre and at the Bank in Paterson Hall.

If it's books you need (and believe us, you'll need them), the **CARLETON UNIVERSITY BOOKSTORE** is a full-service bookstore stocking all your course texts and related materials, including the largest selection of used books in town. Buy used and save 25% off the price of a new book. Remember that when you're finished with the text, they buy back books. Can't get down to the bookstore to pick up your books? Order them online and have them delivered to your door.

They also have bus passes, stationery supplies, general interest books, bestsellers at great discounts and reference books. There's also a wide selection of Carleton clothing and gifts.

If you don't see the title you're looking for they'll be happy to special order it for you at no extra charge. Check out the hottest new releases in the CD section.

And right inside the Bookstore is the **COMPUTER STORE**. They have the latest software releases and your student ID qualifies you for major savings with educational discounts. Also stocked are cables, CD re-writers, printer cartridges, network cards, keyboards, ZIP drives and joysticks. Whether you're looking for a whole new system or just an upgrade, check them out.

More shopping is available at your campus variety store, the **UNICENTRE STORE** on the ground level of

Computing &
Communication
Services
Help Desks –
4th level MacOdrum
401 Robertson
520-3700
www.carleton.ca/ccs
ccs_help@carleton.ca

Bank of Nova Scotia
Basement, Paterson
564-5363
M-F: 10:00 am to 4:00 pm
CashStop ATM Machines
Unicentre
Paterson Hall
Res Commons
Technology & Training
Centre

Bookstore
2nd level, Southam
520-3832
520-3739 (fax)
Academic year hours:
M-Th: 8:30 am to 7:00 pm
F: 8:30 am to 4:30 pm
Sa: 11:00 am to 4:00 pm
Summer hours:
M-Th: 8:30 am to 4:30 pm
Check for extended
hours at the start of
each term
www.carleton.bkstr.com

Computer Store
2nd level, Southam
520-3699
520-3739 (fax)
See Bookstore above
for hours

Unicentre Store &
Post Office
1st level Unicentre
520-6666
M-F: 8:30 am to 9:00 pm
Sa: 10:00 am to 6:00 pm
Post Office:
M-F: 11:30 am to 5:00 pm

Locker Rentals
www.carleton.ca/parking

Foot Patrol
1st level Unicentre
(beside Travel CUTS)
520-4066
M-Su: 6:00 pm to 1:30 am
James Patterson,
Co-ordinator

Loeb Café
1st level Loeb
Oliver's Pub & Patio
1st level Unicentre
Food Court
2nd level Unicentre
Mike's Place
2nd level Unicentre
Rooster's Coffee House
4th level Unicentre
Tim Hortons
4th level Unicentre
Ritazza Coffee
1st level Unicentre

Graphic Services
Satellite Units
A205 Loeb
150 MacOdrum
Copyshop
1st level Unicentre
Main Plant
102 Robertson
520-3625

Ziggy's Hair Studio
2nd level Unicentre
731-3555
M-F: 9:00 am to 6:00 pm

Survival
13

the Unicentre – just down the hall from Oliver's. The **POST OFFICE** is at the back of the store.

Lugging all those books around can be a back breaker. Why not **RENT A LOCKER** from the University for \$20 by applying online. Lockers are allocated on a first-come, first-served basis, so act quickly if you have a particular location in mind. Keep your receipt in case someone else uses your assigned locker.

Lockers are not a secure place to store valuables and the University accepts no responsibility for stolen or missing articles.

We want to make sure that you feel safe at Carleton. So, we offer a **CAMPUS SAFE WALK PROGRAM** staffed by students and volunteers. The service operates from 6:00 pm to 1:30 am seven nights a week in the fall and winter terms. The **FOOT PATROL** staff are easy to spot – they wear blue jackets and carry flashlights and radios – and always operate in co-ed pairs. Anyone can use the service and it's easy: call 520-4066. You can also pre-arrange a safe walk for the same time every week or have them schedule a periodic walk-by of your office or study space. Use the Foot Patrol – your safety is worth it – and consider joining them as a volunteer.

Got a craving? There are four major **FOOD SERVICES** areas on campus. Ground floor Loeb is a comfortable cafeteria overlooking the river. There's a study lounge right up the stairs. The Unicentre has the greatest variety of food choices on the 1st, 2nd and 4th levels. Of course, Residence Commons has the largest cafeteria – it's all-you-can eat for lunch and dinner. On the east side of the campus, Treats is found in the Technology & Training Centre.

Smaller locations include Roaster's Café at Tunnel Junction and Bent Coin on the 5th level of Robertson Hall.

Hours of operation are standard throughout most of the year but subject to change during exam and holiday periods.

Students may purchase tax exempt and discount 'Meal' or 'Campus Cash' plans using their Campus Card.

A new restaurant is planned in the old University Club location, 4th level Unicentre, along with a Tim Hortons. Watch for the openings!

If you have printing needs, then turn to **GRAPHIC SERVICES**. They run a complete printshop, desktop publishing and photocopying service that caters to your printing needs including theses, newsletters, stationery, business cards, carbonless forms, campaign materials, full-colour posters, brochures and books. Prices are competitive and staff are knowledgeable about campus graphic standards and design.

THE COPYSHOP specializes in fast turn-around copying of standard-size documents and report binding – in colour and black and white. Self-serve copiers are available at the Copyshop, as well as the library where you can **purchase copies of old exams**.

Tired of the same old look? **Treat your hair to a makeover at ZIGGY'S HAIR STUDIO**. They do it all, from cuts and colors, to perms and barbering.

If it's Ottawa you're tired of and you need to get away, try the cheap way – keep an eye on the **RIDES BOARD** near Information Carleton, 4th level Unicentre.

Or visit **Travel CUTS, the campus TRAVEL AGENCY**, which has been licensed and registered since 1969. CUTS' professional travel consultants should be

DID YOU KNOW? About the Bill Ellis Centre...

Not all of our students fit the stereotypical description of recent high school graduates. The Bill Ellis Centre for Mature and Part-Time Students (BECAMPS), 314 Unicentre, 520-2754, is a CUSA-funded service that provides a place to work and study that is comfortable and understanding of non-traditional students who haven't been in school for a number of years and may have families and full-time jobs. They assist and encourage students who wish to be active on issues concerning mature and part-time students, such as ageism, childcare, education policy, etc. Services provided include an emergency hotline, March Break daycare, baby-sitting referral, family events, workshops and seminars. They also offer employment through the work study program. Facilities include: 2 computers, on-line services and a reference library with the most comfortable reading chairs on campus. Volunteers are always needed. Visit the website at www.carleton.ca/becamps or email becamps@carleton.ca. The co-ordinator is Stanley Young.

Travel CUTS
1st level Unicentre
526-8015

able to help you, whether it's a vacation or a trip home for Mom's good cooking. Travel CUTS is owned and operated by the Canadian Federation of Students. Student ownership ensures that students' interests are a priority. They've got the best student deals around the world – like student-class air, train and bus fares; spring break getaways, low cost travel insurance and a handy International Student Identity Card.

CUTS also has information on the **STUDENT WORK ABROAD PROGRAMME** (SWAP). Imagine working in Australia or a quaint village in Europe. Check out the possibilities at CUTS.

The Prescription Shop
Pharmacy
Technology & Training
Centre
526-3666
526-5977 (fax)
bstowe@compuserve.com
M-F: 9:00 am to 6:00 pm

Student Drug Plan
c/o CUSA
520-6688

Dental Clinic
Dr. Paul Greenacre &
Associates
2100 Technology &
Training Centre
521-3368
M-F: 8:30 am to 6:30 pm
Sat: 2:00 pm to 5:00 pm

Keep your pearly whites in shape at the orthodontic and esthetic **DENTAL CLINIC** on campus. Dr. Paul Greenacre and Associates give specialized attention in a caring environment; services include hygiene, orthodontics, esthetics; advice on clenching and snoring. All Carleton students and employees are given one complimentary consultation. On-site educational seminars and dental plan information are available. The general public is also welcome.

CUSA Club
Commissioner
Kimberly Bryce
316 Unicentre
520-2600 ext. 1753

CLUBS, CLUBS AND MORE CLUBS. You name it, we've got it! The Students' Association (CUSA) sponsors about 125 clubs on campus – academic clubs, hobby clubs, social clubs, political clubs, ethnic clubs, sports clubs – almost every sort of club or society one can imagine.

These groups depend on you for their existence. Call

the Students' Association to find out which are operating this year. If you have some special interest not on the list, consider starting your own group. The Students' Association may be able to provide help with the publicity, organization and finances. The rest is up to you.

Photo Centre
512 Unicentre
520-6621
Sean Scallen,
Co-ordinator

Are you a shutter bug? If you enjoy darkroom work, the **PHOTO CENTRE** provides facilities for members to develop and print their own photographs. You can participate in workshops, tours and meet people who share your interest in photography. The facilities include film developing, printing, drying and finishing as well as a digital workstation with film scanner, CD burner and photoprinter. An equipment loan pool, operated by the co-ordinator, is also available.

CKCU-FM 93.1
517 Unicentre
520-2898
Requests: 520-CKCU
www.ckcufm.com

It's live, creative, alternative and it's yours! **CKCU-RADIO CARLETON** is your radio station, broadcasting 24 hours a day at 93.1 FM, 93.5 cable. You'll be able to tune in as far as 100km away from campus thanks to the 12,000 watts pumped out from the Camp Fortune Tower.

CKCU is Canada's senior campus/community radio station. Programming is produced by over 200 volunteers and covers music, public affairs and cultural broadcasts. The diverse musical range includes all styles, with an emphasis on new music and local artists.

CKCU-FM is funded by students, sponsorships and an annual public funding drive. This means that students, community members and volunteers work together not only to provide diverse radio but to ensure financial stability.

Join other members of the community and campus who make up the heart of Radio Carleton simply by attending our monthly new volunteer orientation meeting.

OPIRG
326 Unicentre
520-2757
520-3989 (fax)
opirg@carleton.ca

THE ONTARIO PUBLIC INTEREST RESEARCH GROUP (OPIRG) is an independent, non-profit organization devoted to achieving social change through research and popular education programs. Past achievements include a number of consumer and environmental advocate publications (Ottawa-Carleton Tenants Guide), a series of stimulating speakers (Noam Chomsky and David Suzuki, to name a few) and the creation and maintenance of a resource centre full of materials with alternative views on current issues. Students can also get involved with OPIRG through a variety of active working groups. Volunteers are always welcome.

OPIRG is funded through a refundable student fee paid at registration. This pays for speakers' fees, resource materials, office supplies and salary for a full-

DID YOU KNOW? About How to Dispute Fines...

On occasion, you may want to dispute a fine. If so, remember that the Business Office only administers billing for fines. You will probably have to go to the Library, Parking or wherever the fine originated to clear up the matter.

time co-ordinator and a part-time financial co-ordinator. OPIRG has been supported by Carleton students for over twenty years – working to improve service to students and to actively work on environmental and human rights issues both on campus and in the community.

You can find the OPIRG office upstairs from Ziggy's Hair Studio.

Diversity should be celebrated. That's why the **RACE, ETHNICITY & CULTURAL HALL** (REC Hall) strives to create a climate that expects and encourages all members of the Carleton University community to respect and appreciate individual and cultural differences – promoting equality for people with various backgrounds.

The driving force behind the student-run REC Hall is to generate constructive dialogue and exchange on issues of racial and ethnocultural diversity and to create an environment that promotes cultural and racial awareness and stimulates change in the campus climate.

REC Hall
316 Unicentre
520-2600 ext. 1621

Volunteer involvement is an integral part of most communities and a university is certainly no exception. The **CARLETON VOLUNTEER CENTRE** is a referral centre for organizations, groups and agencies on and off campus who need volunteers. The goal is to promote the value of volunteering by facilitating opportunities for students to make a contribution to the community while gaining experience needed to enter the workforce. Resources available include workshops, training, Volunteer Marketplace and an extensive collection of data relating to organizations seeking volunteers.

Carleton Volunteer
Centre
427B Unicentre
520-2600 ext. 1858
cvc@carleton.ca

There's no excuse for couch potatoes at this University. The **PHYSICAL RECREATION AND ATHLETICS DEPARTMENT** offers a broad program of physical recreation – there's something for everyone.

- **Facilities:** 50-metre pool; expanded fitness centre; fitness testing laboratory; physiotherapy clinic; sports medicine clinic; locker rooms with saunas and whirlpools; double gymnasium; squash and tennis courts; combative and multipurpose room and a fitness studio.

- **Varsity activities** for women include: basketball, fencing, field hockey, nordic (cross-country) skiing, rowing, soccer, swimming and waterpolo. For men – basketball, fencing, golf, nordic (cross-country) skiing, rowing, rugby, soccer, swimming and waterpolo.

- **Competitive club teams:** hockey, rugby, volleyball for women; baseball, hockey, lacrosse for men.

- **Intramural sports:** badminton, basketball, touch football, softball, tennis and volleyball, for women; badminton, ball hockey, basketball, touch football, golf, hockey, soccer, softball, tennis and volleyball, for men; there are also a variety of co-ed intramural sports.

- **Instructional programming:** karate, juijitsu, judo, tai chi, yoga, table tennis, tennis, squash, fitness classes, cardiotraining, dance, aquatics and aquatic

Physical Recreation &
Athletics Department
Facilities hours:
M-F 6:00 to 11:00 pm
Sa-Su: 8:00 am to 11:00 pm
520-4480
520-5655 (squash/
tennis bookings)

DID YOU KNOW? About the Dean of Students...

Many of the campus services described in these pages are organized under the administrative portfolio of the Dean of Students. Responsibilities of the office include: Registrarial Offices, Continuing Education, Co-Op Services, Instructional Services, Student Life, Health and Counselling, Housing and Food.

The Dean of Students (Leonard Librande, 505 Robertson, 520-2874) is also in charge of the university registrarial and advisory services.

fitness classes. Registration takes place in the Physical Recreation Centre general office anytime after August 1; 8:30 am to 4:30 pm.

Come see and participate in some of the programs and facilities they offer at their **Open House, Sunday, September 16; 7:00 to 10:00 pm**. Or organize your own freelance programs in squash, tennis, pick-up basketball, fitness, weight training and recreational swimming.

The athletics program is governed by the Athletics Board, which advises the University on matters of athletics and recreation policy through the Office of the President. The Board is comprised of members from faculty, administration, alumni, students' and residence associations.

Just being a university student can be tough enough. If you're also a parent of a young child or children, you've got an extra heavy workload. That's why the **COLONEL BY CHILD CARE CENTRE**, a non-profit parent cooperative, is located right on campus. They've been providing quality child care for over 25 years. The skilled teaching staff provides care and education for 57 children between the ages of 6 months and five years of age. The Centre is governed by the parents of the children who are enrolled. The cooperative partnerships between the parents and staff enrich the programs and promote quality care. Enrolment priority is given to the students, staff, and faculty of the university. The Centre also offers a number of subsidized spaces to families who qualify.

Colonel By Child Care
Centre
(beside Athletics)
520-2715
520-3992 (fax)

DID YOU KNOW? About the Carleton Alumni Association...

Once you graduate, you'll be one of 87,000-plus Carleton alumni. There are perks to being a Carleton graduate, including great deals on home, automobile and life insurance, financial services, extended health and dental care, library borrowing and athletics memberships. The Association sponsors awards for students (Graduate and Undergraduate Student of the Year), Homecoming activities, special events such as Gradfest and other programs that benefit the current student population. Check out the website at www.carleton.ca/alumni or call 520-3636.

Best Deal on Campus

All-You-Can-Eat Dining

- ◆ **made-to-order stir fries at supper**
- ◆ **deli bar every lunch**
- ◆ **huge salad bar**
- ◆ **yummy hot desserts**
- ◆ **Cook-Your-Steak Saturdays**
- ◆ **\$6.17 lunch; \$8.78 dinner**

(before taxes, based on regular dinners; Saturdays and some special features – \$9.61)



Everyone Welcome!

Residence Commons Dining Room



So Many Questions... So Little Time...

Student Life Services
501 Unicentre
520-6600

University life can be a shock to the system. Let **STUDENT LIFE SERVICES** soften the impact with **ORIENTATION SESSIONS** that will ease the transition to university life – both academically and personally. Through the **TRANSITIONS PROGRAM**, new students are placed in small groups led by upper-year volunteers who understand student concerns. The goal of the program is to assist new students in achieving a balance between social and academic life. Free workshops are provided on a variety of study skills topics. The workshops continue throughout the academic year.

International Student Services
501 Unicentre
520-6600
isa@carleton.ca
Laura Cohen,
International Student Advisor

As part of Student Life Services, the **INTERNATIONAL STUDENT ADVISORY** provides services and programs to address the unique needs of international students including workshops, immigration assistance, UHIP health insurance information, financial advice, assistance with cross-cultural adjustment and orientation to life in Canada. ISA is also a liaison between the University and international students. ISA organizes comprehensive orientations for each fall and winter term, co-sponsoring many programs throughout the year and supports other international bodies on campus such as Carleton International, the ESL program and the International Student Centre.

UHIP Health Insurance
501 Unicentre
520-6600

All international students and their dependents living with them in Canada are required to enrol in the UNIVERSITY HEALTH INSURANCE PLAN (UHIP). Dependents must be enrolled within 30 days of their arrival in Canada. All students must see the UHIP administrator. Students with insurance coverage from overseas are not automatically exempt from UHIP and must apply for an exemption. Please see the UHIP administrator for deadlines. Those students who have not completed UHIP enrolment by the designated deadlines will be deregistered from their courses. Please note that UHIP is not included in tuition fees and cash payments cannot be accepted on campus.

International Students' Centre
502 Unicentre
520-2753
isc@carleton.ca
Stan Polonsky,
Co-ordinator

Still more services and programs for Carleton's international community are offered at the INTERNATIONAL STUDENTS' CENTRE. Throughout the year, ISC organizes numerous social events, trips to interesting destinations, and multicultural events on campus. The ISC office welcomes everybody and provides a comfortable lounge with a phone, microwave and a resource centre rich on information about foreign countries. The Centre's mandate is to protect rights of international students at Carleton and in Canada.

CAERC
2205 Dunton
520-4494

The **CENTRE FOR ABORIGINAL EDUCATION RESEARCH AND CULTURE** first opened its doors in 1992 to ensure aboriginal representation and presence

on campus. Consultative services are available on First Nations, Métis and Inuit matters. They also pursue specific education, research and cultural projects in co-operation with students, staff, instructors and the community at large. When you visit CAERC, you'll also meet the other equity groups who are next door.

Sure you're a student now, but your future and your career loom just ahead. The job search can be one of the toughest aspects of this stage of your life. Carleton's on-campus **CAREER SERVICES** can help you with the resources and support you need in your search for employment throughout your university education years and beyond.

They offer a 9-station computer lab for use in electronic job searching and a variety of educational and occupational documentation sources.

Career and employment counselling sessions teach students how to plan wisely, handle difficulties and make academic and career decisions. Group workshops are held on a weekly basis covering topics such as résumé writing/cover letters, interview techniques and job search/networking skills.

Carleton students can search for jobs on and off campus, using the new **CarletonTRAK JOB POSTING SERVICE**. This partnership with MonsterTRAK.ca allows job seekers to access prospective employers 24/7 from campus computer stations or from home, as well as register their résumés on a national database accessed by employers searching for qualified job seekers. Contact Career Services for the Carleton password.

A **GRADUATE YEAR RECRUITMENT (GYR)** Program facilitates visits of employers from the public and private sectors to recruit graduating students in the fall and winter terms. GYR job postings are advertised on CarletonTRAK.ca and in the Centre's full-page ad in the student newspaper, *The Charlottan*. Various employer information sessions are also available to help students and recent grads make a successful transition from school to the world of work.

Career Services organizes a number of **CAREER AND EMPLOYMENT INFORMATION EVENTS** for students throughout the year – the Career Fair in September, Summer Job Fair in January, Career Discovery Series in February/March – and various information sessions with private sector employers, government departments and associations.

Many students will find that periods of retrospection will benefit their overall well being. For you, Carleton's **CHAPLAINCY** offers a chance to share experience, insights, friendships and faith. Join them for study and discussion groups, community projects and development education, special speakers and

Career Services
508 Unicentre
520-6611
www.carleton.ca/career
career@carleton.ca

seminars, marriage preparation classes, instruction in the faith, religious services and various special events. Interfaith dialogue is welcomed and appreciated as well as any enquiries into areas of religious or ethical concern. The Chaplaincy has connections with organizations or resources which you may be looking for on campus, as well as with churches and religious groups in the Ottawa area.

The **PAUL MERTON CENTRE FOR STUDENTS WITH DISABILITIES** (PMC) provides individualized support services – based on appropriate documentation – to persons who are deaf or hard of hearing, with learning disabilities, attention deficit disorder (ADD), visual impairments, head injuries, physical disabilities (including mobility impairments) or who have psychiatric or other medical disabilities.

Carleton University has a Senate-approved human rights policy that covers academic accommodation. Students are responsible for applying for special services by making an appointment with the appropriate PMC co-ordinator.

- **Accommodations for examinations** (in-class tests, ITV, tapes-to-you and formally scheduled exams) must be arranged by specific deadline dates which are several weeks before the examination date. Students are advised to visit the Centre as early in the term as possible to discuss all service requests. All requests are considered on an individual needs basis. In order to be supported for academic accommodation and services, students must provide current and appropriate documentation from a regulated health professional. Forms are available at PMC.

- **Library Services** – The Joy Maclaren Adaptive Technology Centre is available to students referred by PMC. Contact the co-ordinator of library services for students with disabilities for a complete list of services available including use of the Centre, research assistance, stacks retrieval and assistance with photocopying and reserves. Services at the University of Ottawa for students with disabilities are also available to Carleton students with a letter of referral from the co-ordinator. Transcription services are handled through the Reader Services Department. Students referred by PMC are registered with the W. Ross MacDonald School, the provincial agency which provides texts and other course-related material in alternative formats for students with a print disability. Requests should be made as early as possible as these can take up to 4 months to process. Students may also scan text using the Reading Edge, available in the Joy Maclaren Centre, and have the scanned material recorded onto audio tape or downloaded onto a disk.

- **Assistive Technical Devices** – A limited number of note-taking machines, 2- and 4-track tape recorders and personal FM systems are available on loan from PMC.

- **Blind or Visually Impaired Assistance** – Students who are blind or visually impaired have access to Zoomtext Plus, two Telesensory colour SVGA close circuit TVs, Dectalk voice synthesizer, Vocal-Eyes screen interface software, Slimvoice speech synthesizer and a Reading Edge machine in the Joy Maclaren Centre. Alternate format materials should be arranged with a PMC coordinator.

- **Deaf or Hard of Hearing Assistance** – The Educational Support Services (ESS) program, for which PMC acts as liaison, provides interpreter service, note-takers and personal FM systems for eligible part-time students. Full-time students may be eligible for services through PMC. It is the student's responsibility to initiate inquiries early.

- **Learning Disabilities Assistance** – A wide range of support services are available for students with documented learning disabilities. Examples include

exam accommodation, notetakers, books on tape and adaptive technology. Provision of accommodation is based on individual needs and the specific nature of a student's learning disability.

- **Mobility Impairment Assistance** – The Carleton campus is well-equipped to accommodate persons with physical disabilities. Buildings are in close proximity to each other, most are connected by tunnels and all of the main buildings have elevators and are ramped for outside entrance and egress. Most sidewalks have been made accessible by curb-cut renovations and most buildings are equipped with door openers. A building-by-building accessibility inventory is available from the Centre and is posted on the main Carleton website.

- **Non-visible Disabilities Assistance** – Students may have legitimate needs which are not easily recognized or understood within the university community. Students with psychiatric, medical or other non-visible disabilities are encouraged to contact PMC with appropriate documentation to discuss personal and/or academic issues of concern to them.

- **The Residence Attendant Services Program**, offering 24-hour assistance with activities of daily living such as personal care, room chores, cafeteria assistance, etc., is available to students with various levels of disability. In order to provide comprehensive services, only a limited number of program spaces are available each year. Contact the Attendant Services coordinator for a copy of a comprehensive guide. For students who need accessible accommodation but do not require attendant services, a limited number of residence rooms are also available. For further information contact the Accommodations Officer, Housing and Food Services.

Residence Attendant Services Program
520-6615
Mathew Cole,
Co-ordinator

You should also know about the **CARLETON DISABILITY AWARENESS CENTRE** (CDAC). It's a student-run organization which works as an advocacy centre. Issues related to disability civil rights, invisible, communication and visible disabilities are addressed. CDAC raises awareness within the University and the community and works to represent students with disabilities on University and CUSA committees through lobbying efforts (Para Transpo, human rights, provincial government). CDAC also helps individuals get the services they need – including referrals, providing access to the Centre's computers and Internet connections, library and lounge access, and help to coordinate support groups, speakers, workshops and special events such as Hate Hurts Week, AIDS Awareness Week and Disability Awareness Week. People are encouraged to volunteer to promote change, reduce systematic barriers and increase accessibility everywhere.

Disability Awareness Centre
426 Unicentre
520-6618
520-2894 (tdd)

Another organization working on your behalf is the National Educational Association of Disabled Students (NEADS). This is a consumer organization with a mandate to encourage the self-empowerment of post-secondary and graduate students with disabilities.

NEADS
426 Unicentre
526-8008
www.neads.ca
Frank Smith,
Co-ordinator

HEALTH AND COUNSELLING SERVICES is your wellness centre at Carleton University. It offers a wide range of services, including treatment of illness, onsite lab facilities, immunizations, allergy injections, birth control information, travel medicine information, a health education program and much more. The counselling services have professionally trained counsellors and psychiatrists to help with personal and emotional difficulties. All health records are confidential and will not be released to anyone without client written consent.

Health & Counselling Services
2600 Technology & Training Centre
520-6674
520-4059 (fax)
www.carleton.ca/health

Academic year:
M-F: 8:30 am to 5:30 pm
Summer:
M-F: 8:30 am to 4:30 pm
After hours services:
Holland Carling Clinic
476 Holland Avenue
722-9689

Psychiatrists are available on a referral basis for those requiring psychiatric assessment or care. The services provided are available to all Carleton students and are covered by provincial health insurance.

There is also a Health Education Program, promoting healthy lifestyles and wellness. It has a resource centre off the waiting room, staffed by Peer Educators. These students can provide information on such topics as nutrition, alcohol and drugs, sexuality, stress management and smoking cessation. They will also do research requests and loan out books, videos and interactive games.

HERE'S WHAT YOU SHOULD KNOW ABOUT HEALTH INSURANCE MATTERS. If you're from Ontario, carry your OHIP card with you at all times. If you do not have one, application for coverage must be made with the Ministry of Health. Students from other Provinces and Territories should check that their health insurance is active and carry documentation at all times.

CUSA and GSA have a **STUDENT DRUG, ACCIDENT AND DENTAL PLAN** available to all undergrad and graduate students. Students with comparable coverage may opt out of the plan. Part-time students may opt into the plan. The deadline for opting in/out is October 5, 2001 and February 1, 2002 for new January registrants. Contact CUSA for information.

Finally, if you're from outside Canada, the **UNIVERSITY HEALTH INSURANCE PLAN** (UHIP) is compulsory for all international students upon registration. Further information regarding UHIP may be obtained from the International Student Advisor, the International Student Centre or Carleton International.

If you do not have any health insurance, you may be billed for services rendered. The University may withhold the marks of students with outstanding accounts.

Students should ensure they have proper **IMMUNIZATION** before starting school. Check with your family physician. An updated tuberculin skin test is recommended. Obtain documentation of vaccination to red measles, German measles, mumps, polio and tetanus from your family physician. A booster dose of measles/mumps/rubella vaccine is recommended if you have not been re-immunized since infancy. Also discuss hepatitis B, meningococcal and varicella vaccines with your family physician.

Distress Centre
238-3311
24/7

Ever feel like you needed to talk to someone, but you just didn't know where to turn? The **OTTAWA DISTRESS CENTRE** is open 24/7 to listen to any sort of problem. The service is confidential and is provided by trained volunteers who are supervised by a small professional staff.

Looking for a non-judgmental, open and accepting environment where you can be who you want to be? The **GAY, LESBIAN, BISEXUAL AND TRANSGENDERED CENTRE** (GLBT) is home to the active and growing gay, lesbian, bisexual and transgender community on campus. The Centre provides support, education and advocacy services to



DID YOU KNOW? About the New Commuter Train Service

Just named, it's called the "O" train. It runs north/south through Carleton from South Keys to Lebreton Flats.

There isn't going to be any charge for the first couple of months says OC Transpo, the operator of the service.

the Carleton and Ottawa communities. Services include maintaining safe space within the Centre, a peer support program, referrals, housing listings, bashing reports, free community newspapers, a newsletter, social events, a lending resource centre with over 1,200 books and periodicals, educational workshops and events, guest speakers, graffiti removal follow-up and the Ally program.

The Centre is dedicated to challenging homo/bi/transphobia and heterosexism and educating about the history, culture and issues which affect the GLBT community. Enthusiastic volunteers are vital to the centre; training is offered each September and January. Volunteer applications are available at the CUSA front desk or in the GLBT Centre.

Everyone is welcome at the Gay, Lesbian, Bisexual and Transgendered Centre – gay, lesbian, bisexual, transgender, straight, undecided or in-between.

Mediation Centre
2213 Dunton
520-5765

Conflicts happen. And when you need help, you should know where to turn. The MEDIATION CENTRE provides fast, free and confidential mediation services to students, staff and faculty at the University as well as to residents of Ottawa. The Centre can address conflicts between or among co-workers, roommates, neighbours, landlords and tenants, or any situation which involves an on-going relationship. If you're involved in a dispute you can't resolve, you may want to consider one of their services which include consultation, group facilitation, chairing of sensitive meetings, conciliation and mediation.

Mediations are conducted by staff and volunteers who are professionally trained and supervised by Centre staff. Solutions are not imposed and mediators will not take sides, judge or make decisions. Mediators facilitate communication. That lets you identify your difficulties and work toward mutually agreeable solutions based on the needs and priorities of both parties.

The Mediation Centre recruits and trains volunteers each September. Please contact the coordinator for information on services offered or to volunteer.

Ombuds Services
511 Unicentre
520-6617
520-3599 (fax)
Jim Kennelly,
Ombudsperson
ombuds@carleton.ca

Every organization has red tape and a university is no exception. At **OMBUDS SERVICES**, we try to cut through red tape on your behalf. If you have a problem with a particular department or outside agency and don't know where to turn, Ombuds Services may be a good place to start.

We deal with problems within the University, like grade appeals, fees, graduation, discipline cases, instructional offences, etc. and external matters like landlord/tenant disputes and immigration problems.

We give you an objective and independent review of the facts in a confidential exchange and, if need be, act as a third-party representative on your behalf. If you don't know where to go for information, think of us as a referral service. Incidentally, the Ombudsperson is the editor of this book.

The Carleton campus is the size of many small towns. Unfortunately crime does occur. Use common sense and good judgment to help keep you and your property safe. For example: never leave your personal belongings unattended; never leave your residence door propped open; lock your vehicle at all times; and use the free **FOOT PATROL SAFE WALK PROGRAM** during the evenings. Report suspicious persons or activities immediately to **CAMPUS POLICE**.

Emergency
520-4444
Foot Patrol
M-Su: 6:00 pm to 1:30 am
520-4066
Campus Police
520-3612

Although we don't like to think about it, assaults or rape can happen anywhere. Always stay alert and aware. The University campus is a public place and we should keep that in mind as we stroll the tunnels or travel the campus.

There are several support services like the **RAPE CRISIS CENTRE** which provides a 24/7 emergency telephone line, as well as person-to-person support, accompaniment through medical and legal procedures if desired; and in-depth individual and group counselling for assault survivors, their friends and family.

Sexual Assault Support Centre
234-2266
24/7

Assistance can also be provided through offices on campus such as Health and Counselling Services. **SEXUAL ASSAULT SUPPORT CENTRE** provides 24/7 support to survivors of sexual assault and incest. Programs include self-help support groups for adolescent and adult women, and individual counselling.

SEXUAL ASSAULT TREATMENT PROGRAM provides trained staff who can help with crisis counselling, medical treatment and the collection of legal evidence if desired. Clients have the right to refuse any aspect of the treatment.

PRIVACY is your right. It is the University's policy not to release detailed information about a student to an outside person or agency without the student's expressed permission. The only information which will be given out is confirmation of enrolment. Emergencies are a different matter. The University will do its best to pass on a message to you.

If a federal government agency refuses you access to information about yourself or if you feel it is invading your privacy in other ways, contact the Privacy Commissioner. If a credit or collection agency refuses to let you see your file or to amend untrue or unproven information, call the Ontario Ministry of Consumer and Commercial Relations. You should also know that it is now law in Ontario that you must be informed if anyone attempts to do a credit check on you.

Even in this age of enlightenment, we encounter RACISM on a daily basis. Racism can be defined at two levels. At the individual or psychological level, racism is the use of one's perceptions about a group of people to draw conclusions about a particular individual. At the group or social level, racism is the subjugation or repression of a group of people because of the application of a racial label.

HARASSMENT is abusive, unfair or demeaning treatment of a person or group that has the effect or purpose of unreasonably interfering with a person's or group's status or performance, or creating a hostile or intimidating work or educational environment.

If you are the victim of racism or racial harassment, the **RACE EQUITY OFFICE** has resources available to assist you and provide support and assistance in addressing issues of race and ethnicity. The office deals with complaints of racial discrimination and harassment and emphasizes prevention by offering educational programs designed to enhance awareness and broaden knowledge and sensitivity to racial and cultural diversity. Workshops on anti-racism, race relations and cross-cultural communication are available by request.

The Carleton Human Rights policy covers a number of areas including sexual harassment. **IS SEXUAL HARASSMENT AN OFFENSE? YES!** Sexual harassment by any member of the University community in any circumstance over which the University has jurisdiction is prohibited. The University is committed to maintaining a study, work and living environment that is free from sexual harassment. The University considers sexual harassment in all its forms to be a serious offence affecting the University in general. It is subject to a range of disciplinary measures up to and including dismissal or expulsion.

DID YOU KNOW? About the Business Office...

Money comes and money goes – mostly through the Business Office which is responsible for fee payments and fines, and also hands out bursaries, scholarships and student aid cheques.

The Business Office mails income tax certificates for tuition fees and full-time school attendance at the end of February. Replacement tax certificates for past years can also be supplied but do require some processing time.

The Business Office charges a \$12.50 penalty for NSF cheques returned by your bank. The staff also notifies Registrarial Services offices if your account is delinquent, in which case the University seals your file. This means you won't receive marks or transcripts until the account is settled.

The Policy defines sexual harassment as:

Sexual harassment occurs when an individual engages in sexually harassing behaviour or inappropriate conduct of a sexual nature that is known, or ought reasonably be known, to be unwelcome and that:

- *Interferes with the academic or employment performance or participation in a University-related activity for the person harassed; and/or*
- *Is associated with an expressed or implied promise of employment-related or academic-related consequences for the person harassed; and/or*
- *Provides a basis for academic or employment decisions affecting the person harassed; and/or*
- *Creates an abusive, demeaning, or threatening study, work or living environment for the person harassed; and/or*
- *Excludes the person harassed from rights and/or privileges to which they are entitled.*

The Policy says:

Sexually harassing behaviour may be physical, verbal or psychological. It may be conveyed directly or by telephone, writing or electronic means. Examples of inappropriate sexual conduct include:

- *Unwelcome sexual solicitations, flirtations or advances; sexually suggestive comments, gestures, threats or verbal abuse;*
- *Unwarranted touching or physical contact of a sexual nature, coerced consent to sexual contact, or sexual assault;*
- *Inappropriate display or transmission of sexually suggestive or explicit pictures, posters, objects or graffiti;*
- *Leering, compromising invitations, or demands for sexual favours;*
- *Degrading, demeaning or insulting sexual comment or content, including unwelcome remarks, taunting, jokes, innuendoes about a person's body, sexuality, sexual orientation or sexual conduct;*
- *Misuse of position or authority to secure sexual favours;*
- *Persistent, unwanted attention or requests for sexual contact after a consensual relationship has ended; or*
- *A course of sexualized comment or conduct that interferes with the dignity or privacy of an individual or group.*

The Policy also requires disclosure of certain sexual relationships. The University strongly discourages sexual relationships between individuals in positions of authority (such as faculty, instructional staff, managers, or supervisors, and athletic staff), and the students or employees whose performance they are



responsible for grading, supervising or evaluating. The Policy requires a timely disclosure of such relationships by the individual in the position of authority to their Dean (in the case of academic units) or their Director (in the case of administrative or technical units). This Policy states that no individual in a position of authority is permitted to grade or supervise the performance of any student, or evaluate any employee or colleague, with whom they are sexually involved or have been within the past five years.

- **Sexual harassment is not**, for example: a relationship of mutual consent; a hug between friends, and/or mutual flirtation.
- **What can you do on your own?** If you feel physically threatened, call Campus Police. Do not blame yourself; someone else's behaviour is not your responsibility or fault. Don't pretend it isn't happening. It most likely will not go away. Tell the person as clearly, firmly and directly as you can that his/her behaviour is offensive and that you want it to stop immediately. This communication can be in person or through a letter. Write down what is happening. Document the dates, times, locations, witnesses and details of all the incidents. If saying 'no' does not stop the offensive behaviour or if you cannot say 'no' because you fear the consequences (for your grades, references, a promotion, etc.) it is time to call Equity Services.

Campus Police
520-3612

Equity Services
2201 Dunton
520-5622

Status of Women
Office
520-5622
Ingrid Wellmeier,
Director

The **STATUS OF WOMEN OFFICE** has been operating at Carleton since 1983. The office implements, monitors and provides information, education, training and advice on all aspects of the Gender Equality Policy and the new Sexual Harassment Prevention Policy.

It is also here to assist all members of Carleton University in addressing, preventing and resolving

gender/sexual discrimination and harassment in a fair and objective process as defined by University policies. The office advises the President on matters of policy and barriers experienced by all women members in Carleton University. It also develops and promotes policies and practices in education and management that would advance equity for all women in Carleton.

Educational programs are also designed to facilitate education and training on issues of gender equity, human rights and sexual harassment prevention. They are learner focused in order to promote proactive dialogue for the advancement of equity for all women in Carleton.

And finally, the Status of Women Office is proud to promote and celebrate national and international women's events such as the International Women's Day, the Women's History Month and December 6th: National Day of Remembrance and Day of Action Against Gender Violence.

If you're looking for a place with womyn's interests in mind, visit **THE WOMYN'S CENTRE**. It provides a non-biased space to get together and talk, exchange ideas, organize and gain support from other wimmin.

A library is open to all students and includes a large number of resources on womyn's issues that are not available elsewhere on campus. Peer support, directories and referral lists for womyn-centred services, organizations, groups on and off campus are provided. Throughout the year the Centre, which operates as a collective, organizes special events, hosts speakers, publishes a zine and facilitates outreach services for on- and off-campus groups seeking workshops on a variety of issues. In essence, the Centre is a supportive network for wimmin's equal representation and opportunity, locally and globally.

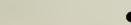
Womyn's Centre
308 Unicentre
520-2712
520-3704 (fax)
Kate Maclean,
Co-ordinator

The Prescription Shop

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• On-line Database



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Brian Stowe, B.Sc. Phm, M.B.A.

Pharmacist Owner

526-3666

FAX: 526-5977

EMAIL: bstowe@compuserve.com

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www.totaloralcare.com



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■ Unicentre Store

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UNIVERSITY

www.carleton.ca/campuscard



You're Registered for Legaleeze 101

And finally, there are a few **LEGAL INS AND OUTS** we thought you should be aware of – just in case... Under the Canadian Constitution, anyone held or arrested must be told of the reasons and informed of their right to contact a lawyer. You also have the right to have the court decide whether detention is legal or appropriate.

It makes sense to **BE POLITE AND REASONABLY CO-OPERATIVE WITH THE POLICE.**

Common sense (as well as some recent case law) suggests we have an obligation to identify ourselves by name and address. The police have a strict responsibility to identify themselves by name (if requested) and to carry their badges as proof.

If you have witnessed or been involved in a crime, your statement will be needed. On the other hand, it is your right to postpone making any statement at least **UNTIL YOU HAVE LEGAL ADVICE.** When charged with an offence, an individual must have a reasonable opportunity to contact a lawyer. If you phone and the line is busy, that is not the end of it. By law you should have the opportunity to make contact and should have some degree of privacy while making that call.

A police officer cannot detain you without **REASONABLE AND LAWFUL GROUNDS.** A

reasonable suspicion that you may be in possession of illicit drugs or weapons constitutes such grounds.

If you are arrested, you should contact a lawyer as soon as possible, even if your offence is not very serious or you have no previous record. In general, be pleasant but do not make a statement or admission until you have some legal help. Don't make a deal or sign a statement to save time or trouble. Let your lawyer advise you.

NEVER HESITATE TO ASK FOR LEGAL ASSISTANCE, even if you're not sure if you really need it. In serious situations, those with low incomes (often students) can get free legal representation. Here is a list of local sources of help:

- **ONTARIO LEGAL AID PLAN** is provided (usually when you are charged with an offense) by a provincial statute under which a low income person can obtain a "certificate" accepted by participating lawyers in lieu of payment. Most full-time students would qualify; others may receive at least partial help. There are also legal aid clinics where lawyers are available for consultation free of charge.

- **STUDENT LEGAL AID AT THE UNIVERSITY OF OTTAWA** also operates under the Legal Aid Act, giving advice and handling some civil actions, traffic court cases, landlord and tenant problems and the like. Consultations may be available one day a week on the Carleton campus – contact the Law Department for confirmation.

- **COMMUNITY LEGAL SERVICES** is a local community-based source of legal aid for low-income people. Staffed by a lawyer and several para-legal workers, the service has specific priorities (e.g., criminal, landlord and employment problems) and cannot help in all cases.

- **OTTAWA SOUTH COMMUNITY LEGAL CLINIC** provides similar assistance.

- **QUEBEC LEGAL AID** is available for students residing in Quebec.

- **THE LAWYER REFERRAL SERVICE** is run by the Law Society of Upper Canada and can give you the name of a lawyer with whom you may consult for a half hour at no charge. Definitely check out the other services first if you have no money and/or an emergency on your hands.

- **OMBUDS SERVICES** can be a resource on campus. Consultants and referrals for certain serious legal situations are provided. If you are not sure where to go, try us first.

In some legal situations, you may need a **NOTARY.** A notary may be any member of the bar qualified to practice law in Ontario. One way to get a document notarized is to attend one of the Legal Aid clinics in Ottawa where a lawyer will notarize a document for you. Check to see if there is a charge. Call Ontario Legal Aid at 238-7931 for clinic times and places.

Sometimes a smaller legal problem can be settled in **SMALL CLAIMS COURT.** Here, individuals can take civil actions (with jurisdiction up to \$10,000 plus interest) in what is intended to be an informal, humane and relaxed atmosphere. You can present a case yourself or be represented by an "agent" (e.g., U of O Student Legal Aid or a friend) instead of a lawyer. Don't be intimidated from using the law, but definitely get assistance first.

There are two things worth remembering about **CONSUMER LAW:** nothing is ever free and the best protection you have is always yourself. Shop around

Ottawa Police
230-6211

Campus Police
520-3612

Ontario Legal Aid
73 Albert Street
238-7931

University of Ottawa
Legal Aid Clinic
S62-S600
Carleton Law
Department
520-3690

Community Legal
Services
241-7008

Ottawa South
Community Legal Clinic
1355 Bank Street
733-0140

Quebec Legal Aid
768 St Joseph Blvd
Suite 210, Hull
772-3011

Lawyer Referral Service
1-800-268-8326

Ombuds Services
S11 Unicentre
520-6617

Small Claims Court
161 Elgin Street
239-1079

DID YOU KNOW? About Paying Your Accounts...

The Business Office no longer accepts student account or registration payments. Fees, fines and charges to your student account should be paid by telebanking or by cheque mailed to the University's post office box. Refer to the *Registration Instructions & Class Schedule* book or call Student Accounts at 520-3626 for payment methods.

before you buy, compare prices, ask questions and get any promises in writing. Call the Better Business Bureau before you buy if you have doubts about the company, the salesperson or the product. In other words, know what you are getting.

Every time you make a purchase, get something repaired or use a service, you are making a legally enforceable consumer contract by which both parties are bound. A decision on refund or exchange policy is strictly up to the seller. Unless the goods are defective, the seller is not bound by law to offer a refund, so check the store's policy.

If you have a consumer complaint or need information, contact the Consumer Protection Bureau. Although we cannot provide a list of all your obligations and rights under consumer law, you basically do have the right to a refund where the seller either makes a false representation about the product or tries to take advantage of you as a buyer.

Get agreements in writing and keep records and receipts of your transactions. Be wary of high-pressure selling tactics which may be legal but confusing or deceptive. Be cautious. A reputable seller will be willing to come back after you check out his/her registration.

There are particular stipulations regarding door-to-door salespeople. If you become concerned about such a purchase contact the Consumer Protection Bureau immediately for advice.

Don't let yourself be intimidated by a COLLECTION AGENCY. Ontario agencies are licensed and governed by legislation such as the Collection Agencies Act.

A collection agency has the right to contact you within reason by mail or phone. If you ask the agency to leave you alone or take you to court, it is under a legal obligation to do so. After this point any contact –



DID YOU KNOW? About Ottawa's New Smoke-Free By-Law...

The City of Ottawa (including the campus) has now passed a Smoke-Free By-Law. This means that all public places and workplaces, including bars and restaurants are to be smoke-free with no allowances for designated smoking rooms.

Ministry of Consumer & Commercial Relations
Consumer Protection Bureau
1-800-268-1142

visits, letters, calls in the middle of the night, calls to your employer or other unreasonable activity – should be reported at once to the provincial Ministry of Consumer and Commercial Relations. An investigator will act on your complaint.

If you agree that you do owe the money, you may, of course, pay the agency. You are always entitled to negotiate the rate of repayment. Do so. Some agencies buy debts for a set amount; others get a percentage of what they collect. In either case, litigation is an added expense of time and money. Make an offer of what you can honestly repay. If it is not accepted, put it in writing. If the debt is from a Canada Student Loan (the loan portion of many provincial student aid programs) and the agency will not co-operate, call the Canada Student Loans people and your Member of Parliament.

If you are deeply in debt and want to dig yourself out, contact the **CREDIT COUNSELLING SERVICE**. They have been helpful to students in the past. If your debts seem likely to land you in court, get legal representation.

Canada Student Loans
994-1844
www.canlearn.ca

Credit Counselling Service
1300 Carling Avenue
Suite 209
728-2041

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& Athletics**
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For more information on our facility and program offerings call 520-4480 or visit our website – www.carleton.ca/athletics email – ravens@carleton.ca

A Message from Parking Services

PARKING PERMITS

Vehicle operators parking their vehicles at Carleton University must obtain and display a valid parking permit and park their vehicle in accordance with the provisions of the permit and the University's parking regulations. Current copies of the University's Parking Regulations may be obtained at Parking Services, Campus Police and Security Services, and Info Carleton - regulations may also be viewed on the Parking Services webpage at www.carleton.ca/parking. Vehicles not displaying a current-year Carleton University parking permit must park in visitor lots and are subject to hourly or daily rates at pay facilities located throughout the campus. Carleton University parking permits are valid from September 1st to August 31st and may only be purchased through Parking Services. Allocation lists are maintained and managed by Parking Services to ensure permit holders are provided with a space in the lot associated with the permit issued, however, spaces in non-reserved areas are not guaranteed. Permits are issued on a first-come, first-served basis as applications are received by Parking Services. Parking Services endeavors to provide a permit for all applicants, however, completion and submission of an application does not necessarily guarantee permit issuance.

NEW ON-LINE APPLICATION SYSTEM FOR PARKING PERMITS AND LOCKER RENTALS

Parking Services has introduced a new on-line parking permit application and locker rental system. This web-based application allows Parking Services to offer improved and timely service to students, staff and faculty members who wish to purchase or renew their parking permits and/or rent lockers. With the introduction of this new system, the traditional practice of completing hand-written application forms will be discontinued. All current staff/students and new applicants will be required to complete their applications on-line at <http://parking.carleton.ca>. Students may choose to pay for their parking permits and locker rentals on-line using their VISA or MasterCard - cash, cheque, or Interac payments will be accepted at the Parking Services Office (do not send cash in the mail).

INFORMATION CHANGES

Staff and student users are responsible for ensuring that any change in address or status of a registered vehicle is reported to Parking Services immediately. To this end, all registered users may update any information contained within their profile and access their parking application on-line through the Parking Services Internet website to make any required changes. Permits displayed on unregistered vehicles will be considered void and the vehicle may be ticketed and/or towed. When vehicles are sold, traded or otherwise disposed of, all permits must be removed and returned to Parking Services for refund or exchange.

LOCKERS

Locker rentals at Carleton University are managed and administered by Parking Services. Lockers are available for rental in various tunnel locations throughout the University campus: Athletics, St. Pat's, Engineering, Unicentre, Paterson/Tory, Southam Hall, Loeb, and Steacie/Herzberg. Locker rentals are available to any current-registered student, staff, or faculty member on a first-come, first-served basis. Lockers and any associated use thereof is assumed solely at the risk of the individual user. Parking Services assumes no liability for lost, stolen, or damaged property and recommends that all lockers only be used for short-term storage and secured with a high-quality padlock.

The rental fee per locker for the fall/winter session is \$20.00. Locker rental fees reduce from \$20.00 to a half-rate of \$10.00 after January 1st for the winter session. Unoccupied banks of lockers are secured with plastic ties by Parking Services to ensure use by authorized persons only as well as to prevent damage and vandalism to vacant lockers. Persons who occupy a locker without valid authorization will be subject to a \$10.00 fee for the removal and storage of locker contents. Persons renting lockers from Parking Services must vacate and remove all contents at the end of the contracted rental period. Lockers still occupied after the end of this rental period will be opened and any remaining contents will be secured by the Department of Physical Plant and forwarded to Parking Services. Any secured items not claimed within 30 days of removal will be disposed of as per University policy.

**Parking Services is changing to serve you better...if you have any questions or concerns,
please feel free to contact us by phone at 520-3623 or email us at parking@carleton.ca.**

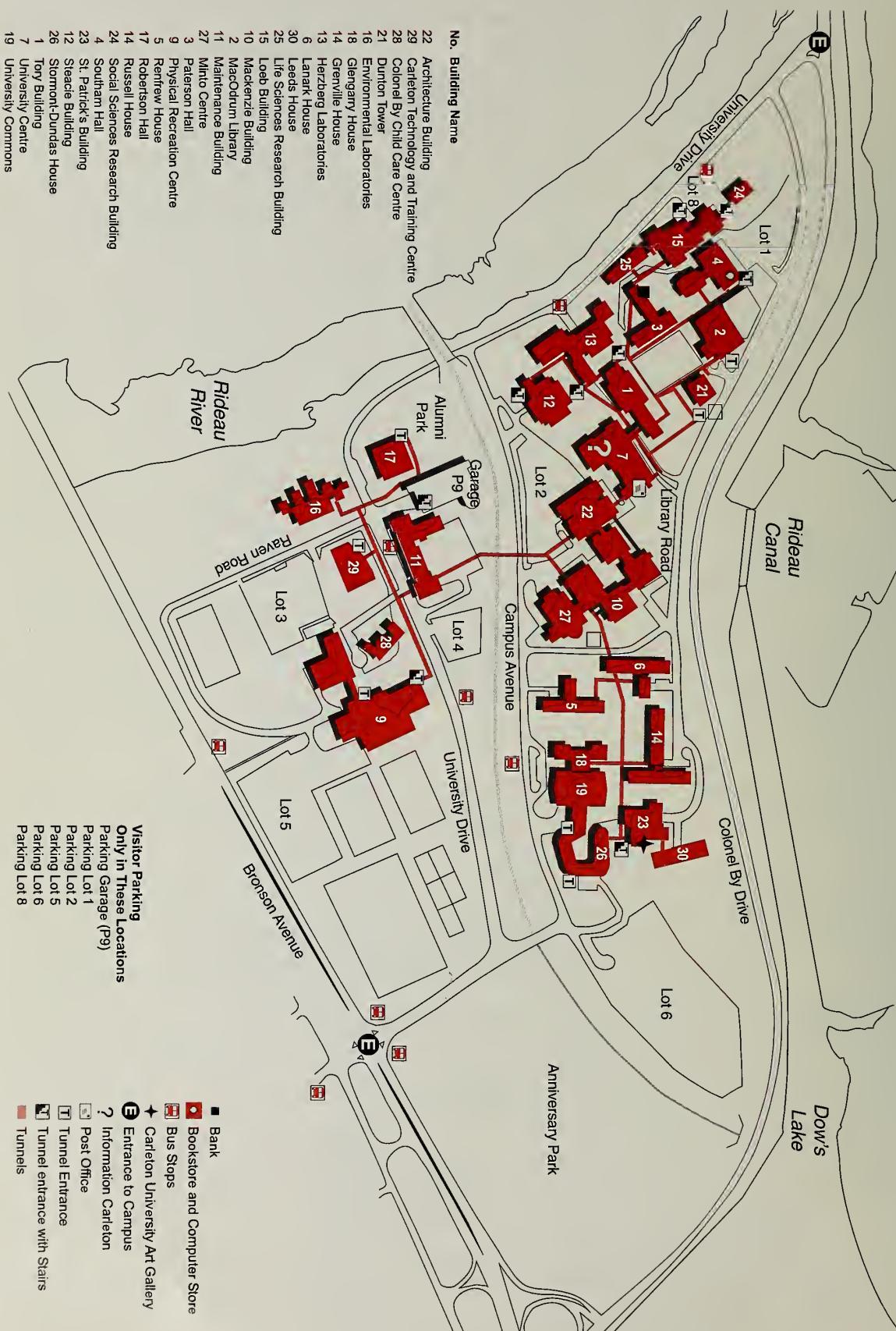
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23	Cartelion Technology and Training C
24	Colonel By Child Care Centre
25	Dunton Tower
26	Environmental Laboratories
27	Glenlyon House
28	Grenville House
29	Herzberg Laboratories
30	Lanark House
31	Leeds House
32	Life Sciences Research Building
33	Leeb Building
34	Mackenzie Building
35	MacLeod Library
36	Maintenance Building
37	Minto Centre
38	Paterson Hall
39	Physical Recreation Centre
40	Renfrew House
41	Robertson Hall
42	Russell House
43	Social Sciences Research Building
44	Southam Hall
45	St. Patrick's Building
46	Stacie Building
47	Stormont-Dundas House
48	Tony Building
49	University Centre
50	University Commons



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